Request for Proposal (RFP) For Procurement, Deployment and Management of Network Switches

Indian Financial Technology & Allied Services

Registered Office:
NCC House, 1st Floor, Western Wing, Sy. No. 64, Madhapur, Hyderabad - 500081

Corporate Office:
10th Floor, C – Wing, Times Square, Andheri-Kurla Rd, Andheri East, Mumbai - 400059

www.iftas.in | rfp@iftas.in
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IFTAS reserves the right not to proceed with the Project or to change the configuration of the Project or to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. The decision by IFTAS in the matter will be final. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

The specifications of the components of the proposed solution are defined in generic terms on best effort basis. Reference to any term proprietary to an OEM in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular component of the proposed solution.

The proposal in response to the RFP should be signed and submitted by a person duly authorized to bind the bidding company to the details submitted in the proposal in response to the RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the relevant documents and bind the bidder. All the pages of the RFP documents are to be signed by the authorized signatory along with the office seal. Any clarification sought may be mailed to rfp@iftas.in All clarifications sought shall be given in pre-bid meeting or immediately thereafter through an addendum, if necessary.

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1   Introduction

1.1   Background

IFTAS, a wholly owned subsidiary of Reserve Bank of India (RBI), was formed in 2015 as a Section-8, not-for-profit organization. It was entrusted with the responsibility of pioneering the use of technology in the Indian banking and financial ecosystem, offering them cutting-edge services. Major technology initiatives from IFTAS include the setting up of the Next generation INFINET (INFINET 2.0) network, the management of the nationwide communication backbone for the Central Payment Systems, the management of the SFMS Central System (Structured Financial Messaging System) and a host of Cloud solutions from IBCC (Indian Banking Community Cloud).

1.2   Objective

IFTAS periodically assesses its IT Infrastructure deployed in RBI/IFTAS and takes steps to augment/upgrade/refresh them with the latest technology available to meet the requirements. As part of this exercise, IFTAS proposes to undertake Switches connectivity in RBI/IFTAS network infrastructure with the current up-to-date technology available.

In view of the above-mentioned requirement, IFTAS invites competitive technical and commercial proposals from reputed organizations for "Procurement, deployment and management of network switches" for a period of 5 years.

This document is a Request for Proposal (RFP) for Bidders to quote for Supply, Delivery, Installation, Configuration, Integration, Test, Install, Commission, Operationalization, Warranty, Maintenance, and Support/Services of the network switches across RBI/IFTAS locations indicated in Annexure-XVIII for a period of 5 years. The selected Bidder is expected to provide warranty support for 3 years followed by maintenance support for 2 years which includes on-site support for activities such as switch replacement, critical issue resolution which are not resolved remotely etc., during entire duration of project i.e., for five years.

2   RFP Procedure

2.1   Errors and Omissions

Each Bidder shall notify IFTAS for any error, fault, omission, or discrepancy found in this document on or before the Last date for submission of queries / clarifications on the RFP.

2.2   Important Dates

The indicative time frame for the overall process is as shown below.

S. No	Particulars	Description
1	Issuance of RFP document	15th May 2023
2	Last date for submission of queries / clarifications on the RFP	22nd May 2023
3	Pre-Bid Meeting	24th May 2023
4	Response to queries / clarifications	29th May 2023
5	Last date for submission of Technical and Commercial Bid (Softcopy)	12th June 2023
6	Opening of Technical bids	13th June 2023
7	Opening of Commercial bids	To be communicated later
8	Name and address for Communication	Indian Financial Technology and Allied Services (IFTAS), 10th floor, C Wing, 'Times Square'-, Andheri - Kurla Road, Marol, Andheri (East), Mumbai - 400 059.
9	Bid to be mailed to	RFP@iftas.in

2.3   Bidding Process

The response to the present RFP shall be submitted in two parts i.e., the technical bid and the commercial bid. The Bidder shall submit the 'technical bid' and the 'commercial bid' at the same time. The 'technical bid' shall, inter alia, contain the eligibility criteria and exhaustive, comprehensive solution details, whereas the 'commercial Bid' shall, inter alia, contain the pricing information (Commercial bid format included as at *Annexure III*). The technical bid shall not contain any pricing or commercial information and in case such commercial / pricing information is included by the Bidder in the technical bid, the bid shall be summarily rejected without assigning any reason whatsoever.

In the first stage, the 'technical bids' only shall be opened and evaluated. The Bidders satisfying the eligibility criteria and the technical requirements of the solution, as determined by IFTAS, shall only be short-listed.

In the second stage, the commercial bids of only those Bidders, who are short-listed based on evaluation of their technical bids, will be opened.

3 General Guidelines

3.1 Obligations of successful Bidder

a. The Bidder shall supply all necessary components and licenses to make the solution complete and shall not be limited by the material requirements in this RFP.
b. The successful Bidder shall deploy their own computing resources for implementing system.
c. Successful Bidder shall be responsible for any act of its employees that may result in security breach in respect of IFTAS network.
d. In case the Bidder is not able to deliver the complete solution within the specified timelines and/or operate the solution, as committed by the Bidder in this bid, the Bidder shall be liable to pay a sum of money, equal to the TCO amount, to IFTAS urgently.
e. The successful Bidder will always deploy duly qualified, trained, & experienced personnel to provide services at the required location(s) for implementation, maintenance, and support activities. The names, contact details including phone nos. of these personnel will be advised in writing to IFTAS.
f. Changes to the set up should be carried out by the successful Bidder as per IFTAS requirements.

3.2 Definition of Terms

Throughout this RFP/Bid Document / Contract, the following terms shall have the meanings, as given below and shall be interpreted accordingly only.

i. "RFP" means the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the IFTAS.

ii. "Proposal/ Bid" means the Bidder's written reply or submission in response to this RFP.

iii. "Services" means all services, scope of work and deliverables, to be provided by a Bidder as described in the RFP and all ancillary services, necessary for the supply, design, delivery at the specified destinations, installation, testing, Implementation, Integration, putting into satisfactory operation, support & comprehensive maintenance, project management and facilities management services (FMS).

iv. "System" or "solution" means and includes all the hardware, software, etc., required for operationalizing the proposed solution / Project and to provide the Services as mentioned in the RFP.

v. "Bidder/Service Provider/System Integrator/Vendor" means an eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid.

vi.   "Successful Bidder" or "Vendor" means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by IFTAS and shall include its authorized representatives, successors and permitted assignees.

vii.   "Acceptance of Bid" means the letter/email or any memorandum communicating to the Bidder the acceptance of its Bid.

viii.   "Agreement" means the contract signed between the IFTAS and the Selected Bidder and all the attached documents. The "Agreement" includes the RFP, subsequent modifications to the RFP, response/s of the selected bidder to the RFP and the contract document itself.

ix.   "Audit, Validation & Certification by OEM": The bidder is required to ensure that the competent team of OEM conducts an audit of the implemented solution (production environment or test environment as decided by IFTAS), in order to confirm that implementation and configuration has been done as per OEM best practices and the design is suitable to deliver the required uptime, and the required performance before Final Acceptance Testing i.e., Stabilization certificate is issued by the OEM.

x.   "Contract Period" means the period of 5 years from the date of completion of audit, validation & certification by all the OEMs for their respective products, constituting the solutions. Start date for the contract period will be the date on which certifications from all OEMs are submitted by the bidder.

xi.   Support & Comprehensive Annual Maintenance Contract (AMC) is a post acceptance support of the solution/project for the Contracted Period. Under AMC, the Bidder shall provide comprehensive support and services for all the hardware components of the proposed solution at all the project locations of IFTAS.

xii.   Annual Technical Support (ATS) is post general warranty for comprehensive software maintenance. Under ATS, the Bidder shall provide comprehensive support for all the software of the proposed solution at all the project locations of IFTAS. The ATS shall be for the Contracted Period.

xiii.   "Authorized Signatory" means the person authorized by the Competent Authority of the respective bidder (say Board, in terms of applicable statutory provisions), for signing all the documents for purpose of this bid and to enter into contract thereafter, if successful in the bidding process. The documentary evidence to establish the identity and the authority of authorized signatory must be submitted along with the bid document.

xiv.   "Installation" or "Implementation" or "Commissioning" means the installation of the hardware equipment/software/appliance at IFTAS premises or at such other location/s, as may be specified by the IFTAS implementation team and which will be considered complete only after successful sanity testing and integration of the installed solution with other existing IT/Non-IT infrastructure including security layers/components.

xv.   "Operationalization" means when all the components of the proposed solution are successfully commissioned, tested, and implemented. Thereafter, certification/s by the respective OEMs in full working conditions to meet day-to-day operational requirements.

xvi.   "Site" means the place where the product / service / solution is to be delivered and commissioned or places approved by the IFTAS for the purposes of the Contract together with any other places designated in the Contract as forming a part of the Site.

xvii.   "One Time Cost" means first year cost which includes the cost of Supply, Design, Installation, Integration, Testing, Training and Implementation of Hardware, software, and any other required component of the proposed solution.

xviii. "Recurring Cost" means AMC/ATS for hardware, software, licenses, etc. including Resource/ FMS cost and any other recurring cost defined specifically.

xix.   "Uptime" of the solution/project means the duration of time all the services are available and operational. Guaranteed required uptime as specified in SLA and calculated on quarterly basis.

xx.   "Incident" refers to any event /malfunctioning/ abnormalities in the functioning of any of the components of the proposed solution that may lead to disruption in normal operations.

xxi.   "Availability" means the time for which the services offered are available for conducting operations from the equipment / proposed solution hosted in IFTAS.

xxii.   "Support" means the 24x7 support which shall handle Change Management and resolution of Fault/incident Reporting, Trouble Ticketing, and related enquiries during the contracted period.

xxiii. "Planned downtime / Scheduled downtime" means any time when any of the subsystems/proposed solution is/are unavailable because of Urgent Maintenance activities and any other scheduled maintenance or upgradation activities that may or may not be periodic. The planned downtime must be performed post approval from IFTAS at least 48 hours in advance or as required.

xxiv.   "Urgent Maintenance" activities are maintenance activities that cannot be postponed until the next available or scheduled maintenance window, and may include, but not limited to, restarting the applications, rebooting the servers, applying patches or fixes, reconfiguration, reloading of data etc. and must be performed post approval by IFTAS.

xxv.   "Response time" is defined as the time between the receipt of the incident report by the support team and its logging / generation of the ticket on the system.

xxvi.   "Restoration/Resolution Time" means the time taken (after the incident has been reported to the support system) till resolution subject to acceptance by IFTAS.

xxvii. "Delivery Completion / Delivery" is considered completed on the Confirmation of delivery of all items as per the Purchase Order and successful Power-On-Self-Test (POST) at the respective sites / locations of IFTAS.

xxviii. Man-day – 8 hours of work of a qualified person.

xxix.   Man-Month → 22 working days.

xxx.   T – Technical Score of the Bidder

xxxi.   T High – The Bidder with the highest technical score shall be ranked as T1 and shall be considered as T High for the techno-commercial score.

xxxii.   C – The final price quoted by the bidder.

xxxiii.   C Low – The lowest Commercial Bid.

xxxiv.   TC1 – The successful Bidder after completion of the 'techno-commercial' Bidding process.

3.3   Instruction to Bidders

Bidders shall send technical and commercial bids in separate mails with Subject "Technical bid for RFP "Network Switches" and "Commercial bid for RFP "Network Switches".

All Bid documents i.e., both Technical Bid and Commercial Bid shall be in PDF format and Commercial Bid shall be password protected. All the mails shall be sent by the authorised personnel of the Bidder to RFP@iftas.in.

The Bidder shall arrange for and provide the following documents during the bidding:

   i. Annexure – I: Technical Bid – Order and Format in PDF
   ii. Annexure – II: Technical Specifications in PDF
   iii. Annexure - III: Commercial Bid in PDF ** **This shall be protected by password and Bidders shall not share the password for commercial bid unless it is requested by IFTAS using RFP@iftas.in**
   iv. Annexure - IV: Commercial Bid - with Masked Prices in Technical Submission
   v. Annexure - V: Deviations from Technical Specifications and Terms and Conditions of the RFP
   vi. Annexure - VI: Bidder's Guarantee Certificate
   vii. Annexure - VII: Confirmation to Terms and Conditions
   viii. Annexure - VIII: Procurement from a bidder from a country sharing land border with India
   ix. Annexure - IX : Non-Disclosure Agreement
   x. Annexure - X: Integrity Pact
   xi. Annexure - XI: Response from OEM through Bidder
   xii. Annexure - XII: Letter of Authority
   xiii. Annexure - XIII: OEM Undertaking
   xiv. Annexure - XIV: Undertaking for Information Security
   xv. Annexure – XV : Statement of absence of conflict of interest
   xvi. Other Attachments (if Any)

All the PDF documents shall be digitally signed by the Authorized person/s of the Bidder.
**Bidders shall not share the password for the commercial bid unless it is requested by IFTAS using RFP@iftas.in.

4 Correction of Errors

Correction of errors in bids will be treated as follows:
   a. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall prevail; and
   b. Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will prevail.
   c. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis will prevail.
   d. If there is a discrepancy between the unit price and total price, the unit price will prevail for calculation of the total price.
   e. If there is a discrepancy in the total, the correct total will be arrived at by IFTAS.

The amount stated in the bid, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case IFTAS will be free to accept the amounts, as mentioned in the commercial bid.

5 Scope of work

Details of work to be performed for the engagement but not limited to, are as follows:
   a. The scope of work includes supply, installation, commissioning, and integration of Network switches with onsite support for a period of 5 years (3 years of Comprehensive Warranty followed by 2 years of Comprehensive AMC)
   b. Bidder to have comprehensive back-to-back support with OEM for supply, install, configure and maintain the solution through the term of the contract.
   c. The bidder should provide onsite support for all the devices deployed under this contract, till the duration of the contract.
   d. Successful bidder shall supply, install, configure, and integrate said Switches included in RFP along with all necessary passive components with existing infrastructure.
   e. RBI/IFTAS will ONLY provide space, power, cooling and rack space. All other requirements needed for the solution shall be provided by the bidder.
   f. Provide documentation and template for conducting UAT (User Acceptance test).
   g. Bidder should have its offices with trained field support engineers (FE) (i.e., call basis support engineer) capable of reaching all RBI/IFTAS locations within a maximum 4 hours from the logging in of trouble ticket. The resolution time for such issues, which requires Field support activity, shall be a maximum 6 hours, which includes the maximum 4 hours timeline for the FE to reach the location. SLA and penalty conditions will apply as mentioned in Section 12.
   h. Bidder should ensure 24x365 TAC support directly from the proposed OEM for any issue against the products supplied within this RFP. The bidder shall submit the authorization letter from the OEM to that effect.
   i. The equipment quoted by bidder should not be declared as EOL (End of life) and EOS (End of support) by the OEM within the contract period. In the event of the supplied equipment

being declared as EOL and EOS within the period of 5 years from the date of acceptance of the equipment, the bidder shall replace the equipment with an equipment of equivalent or higher configuration at no additional cost.

j. Proposed switches should be compatible with existing RBI LAN setup, which is as follows:

Existing LAN network operates on Cisco Catalyst 9200/9300/9400/9500 series switches and integrates with SD-Access environment. The entire setup is managed and monitored by Cisco DNA Centre deployed at DC and DR sites.

k. Field engineer (FE) support is required to be provided by the bidder for the full tenure of the contract across RBI/IFTAS locations for any onsite infrastructure activities such as switch replacement, IOS upgradation etc without any additional cost.

l. Successful bidder shall provide OEM login credentials of the proposed devices to IFTAS.

m. All OEM recommendations for software upgradation/bug fixing should be implemented after approval from IFTAS.

n. Selected bidder to depute Project management team for implementation of the IT Infrastructure components included in RFP and validate the total solution with respective OEM as appropriate.

o. Bidders should provide 5 years product support for active components from the OEM and maintain the "Total Solution" for 5 years from the date of successful deployment. If, bidder is unable to provide support for the said period then the bidder shall upgrade the component/ sub-component with an alternative that is acceptable to the IFTAS at no additional cost to IFTAS, and without causing any performance degradation and/or project delays. Accordingly, a written undertaking may be submitted as given in Annexure-VI & Annexure-VII.

p. Comprehensive training and necessary hand holding with proper training material for the total solution (for each of the component as part of the total solution) must be provided by the bidder to identified users of the IFTAS at the time of roll-out in each of the sites.

q. Detailed documentation in the form of user guide and manual as applicable should be provided to help IFTAS users for each of the components installed and their overall integration to understand the purpose, functionality, configuration control and troubleshooting (step by step instructions for commonly experienced issues/incidents/service requests).

r. The bidder shall arrange the required passive components including cables for installation and also arrange to remove any unwanted cables or other peripheral devices, at the bidder's own cost at the site locations of the RBI/IFTAS, as required.

s. All minor components like cables etc., shall be supplied by the bidder. The bidder shall integrate all the bidder supplied switches at RBI/IFTAS locations up to LAN/Firewall devices.

t. Installation of the bidder supplied new/existing hardware, software and other equipment required to build the total solution, uninstallation and relocation of the bidder supplied new/existing hardware, software and other infrastructure is under the scope of total solution to be provided by the bidder.

u. The bidder shall plan and schedule Installation and Commissioning across the RBI/IFTAS locations as per the timelines/installation schedule specified in RFP.

v. As part of the overall technical architecture of the solution, the bidder shall analyse and present if any associated risks and corresponding substitution/mitigation strategies for any of the components to be procured individually and overall, under the solution. The IFTAS

reserves its right to not avail any of the component or pursue any other alternative if the associated risk is beyond acceptable threshold levels for the IFTAS.

w. The entire solution should be integrated with SIEM, PIM solution or any monitoring tools deployed in RBI/IFTAS.

x. The bidder shall use existing ticketing tool available in IFTAS/RBI for all incident management, change management and problem management of IT Infrastructure included in RFP.

y. Bidders should give the detailed requirements in terms of pre-requisite, infrastructure etc. to implement the Total solution offered by them.

z. The selected bidder shall submit a detailed project plan covering entire scope of the project as mentioned above. On acceptance of such plan by IFTAS and issuance of purchase order, the bidder is required to carry out the supply, implementation, and operationalization of the requirements as applicable.

aa. The selected bidder shall deploy a competent Project manager for supply, installation, testing and commissioning of the complete solution.

bb. The bidder shall ensure that the solution shall work as desired and the bidder is also responsible to supply and install any other components that are inadvertently missed out but required for the overall solution to work, by adding line item in the Bill of Material.

cc. As per IFTAS's requirement successful bidders shall be ready to shift, occasionally, the equipment from one location to other location, uninstall and reinstall all the equipment without any additional cost to IFTAS.

dd. The OEM should certify the bill of material for all Products and the Support component on their Letter Head for all the equipment and supports quoted by the bidders as per the requirement given in the RFP.

ee. The selected bidder should submit detailed technical architecture of the total solution as implemented in each of the sites at the time of commissioning.

6   Project Milestones

The dates mentioned for the activities are tentative in nature. The exact dates of completion of various activities shall be firmed up in discussion with the successful bidder.

Activity	Key Activities	Timelines
1	Project kick-off	Within 1 week from the date of the Purchase Order.
2	Delivery of Hardware, Software & Licenses etc.	Within 10-12 weeks from the date of the Purchase Order.
3	Installation, Configuration, Integration, Testing and Implementation of the solution	Within 12-14 weeks from the date of the Purchase Order.
4	Acceptance Testing	Within 14-16 weeks from the date of the Purchase Order.
5	Training, Documentation and Signoff	Within 16-18 weeks from the date of the Purchase Order.

7   Eligibility Criteria

Those bidders, who satisfy all the eligibility criteria as mentioned herein below, may only respond. Documents in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

S. No	Eligibility Criteria	Documentation Required/Compliance/Non-Compliance
1.	Bidder must have registered under the Companies Act, 1956/2013, registered with the Goods & Services Tax Authorities and must also have completed 3 years of experience/ operations as on the Bid calling date.	Attested copy of the Certificates of Incorporation and Registration of the Bidder with ROC and GST Authorities.
2.	The Bidder shall have a minimum annual turnover of at least Rs. 25 Crore in each of the last three financial years (for e.g., 2020-21, 2021-22 & 2022-23). The Bidder shall have positive net worth in each of the last three financial years.	1. Copies of Certified Audited Balance Sheets for the last 3 years are required. If the Statutory Audit for the current financial year is not yet complete, an un-audited statement shall be furnished. However, Chartered Accountant certificate shall be required for certifying the Revenue for the current financial year. 2. Proof of Annual Filings i.e., Company's Current Master Data as reflected on the Ministry of Corporate Affairs and/or the Payment Challans of the Annual Filings done for the immediately 02 financial years.
3.	The bidder shall have highest level of Partnership with the OEM for all the primary components of the solution as determined by IFTAS	Partner certificate copy shall be enclosed. A copy of MOU / Agreement between OEM and the bidder shall be enclosed.
4.	Bidder shall have implementation experience of minimum 3 similar solutions with at least one BFSI/PSU customer.	Details of the projects and the PO to be submitted along with the technical bid.

5.	The bidder and proposed solution should not be from countries which share a land border with India unless registered with the Competent Authority constituted by the Department for Promotion of Industry and Internal Trade (DPIIT) in accordance with General Financial Rules 2017 of Government of India.	Self-Attested Declaration in compliance to the said clause as per Annexure VIII
6.	Bidder & OEM should have their own direct support offices in India with technically qualified engineers who have expertise and track record in installations and support of the proposed solution.	Details to be provided as per Annexure I and Annexure XII

a) The Bidder shall provide evidence that it is a current legal entity permitted by law to provide all the technical, functional, and operational scope of work detailed in this RFP.

b) The Bidder must warrant that key project personnel to be employed in this project have been sufficiently involved in similar past installations.

c) The Bidder shall demonstrate its proven expertise and shall give site reference and, organize visits to facilitate the same.

d) The Bidder shall maintain all the necessary spare equipment required to provide the services mentioned in this RFP, at its service centres close to RBI/IFTAS locations.

e) The Bidder should be able to arrange spares as per location criticality and other related equipment's to ensure high uptime as per SLA and they should provide complete details of their service set-ups.

f) The Bidder must warrant that there is no legal action being taken / pending against it for any cause in any legal jurisdiction. If such an action exists and The Bidder shall provide all the necessary details to ensure that it does not affect its ability to deliver and service, the RFP requirements.

g) The Bidder must organize the bid in accordance with the format specified in the RFP document.

h) The cost of bidding and submission of RFP documents is entirely the responsibility of The Bidder, regardless of the conduct or outcome of the RFP process.

i) The Bidder shall have professional service support MAF certification from the original equipment manufacturer (format attached in the subsequent part of this RFP).

j) The Bidder shall deploy network equipment's/software's cleared by security agencies and other relevant agencies of the Government of India.

k) Only one bid shall be permitted from a Bidder, as a response to this RFP. Multiple bids from the same bidding company or its group companies will not be entertained.

Failure to adhere to any of the conditions specified in the Eligibility Criteria will lead to disqualification of the bid and the decision of IFTAS on this matter will be final.

8 Evaluation of BIDs

8.1 Evaluation Process

a. To evaluate and select successful Bidder for this project, a two-stage processing of bids will be followed. In the first stage, the technical bids of the eligible bidders will be examined. In the second stage, the commercial bids of the shortlisted bidders, after the completion of the process of examination of the technical bids, will be opened and examined.

b. The Technical bid will contain, inter alia, the exhaustive and comprehensive technical details, whereas the Commercial Bid will contain, inter alia, the pricing information. The Technical Bid shall NOT contain any pricing or commercial information at all and if any Technical Bid contains any price related information, that Technical Bid shall be disqualified and shall NOT be processed further. The Bidder shall submit the technical and commercial bids separately but together as per the timelines specified in this RFP.

c. Technical bid shall conform to the eligibility criteria to be considered for technical evaluation. Only bids from Bidders meeting the eligibility criteria and which are complete shall be taken up for examination / evaluation.

d. The objective of technical evaluation is to evaluate the bids and shortlist the effective and best fit solutions. Evaluation by IFTAS will be taken up under the guidance of the Committee, if any, formed by IFTAS for the purpose. The decision taken by the committee during the evaluation process will be final and binding for all the bidders.

e. Bidders, satisfying the technical evaluation requirements, as per the technical evaluation matrix under section 8.2 shall qualify for commercial evaluation.

f. In the commercial evaluation phase, the lowest commercial Bidder (L1) will be identified. Based on the guidance by the Committee, IFTAS may negotiate with L2 and L3 Bidders also.

8.2 Technical Evaluation Matrix

a. Technical Bids will be opened and evaluated based on the technical bid submissions and presentations.

b. An eligible Bidder along with their proposed OEM/s will be invited to IFTAS to make an exclusive presentation detailing the proposed solution, implementation approach, rollout strategy etc. for the solution.

c. The Bidder is required to present details of the proposed hardware and its related environment, configuration etc. keeping in view the requirements of the solution.

d. IFTAS may interact with the Customer references submitted by the Bidder, if required.

e. An overall cut-off score of 75 marks or above (as decided by IFTAS) will be essential for a Bidder to qualify for the next stage of the selection process i.e., commercial evaluation.

The following parameters (illustratively) will constitute the evaluation criteria:

S. No	Parameter	Details	Maximum Score
1	Experience of a Bidder in implementing similar projects.	• Number of similar projects Implemented and operationalized in Government / Public and BFSI sector in past 5 years.	15
2	Functional & Technical Requirements	• Adherence to Technical and Functional specifications as per **Annexure II.** • Detailing the Technical Architecture and Design of the solution offered, meeting IFTAS requirements. • Administrative ease and Support: - Configuration ease, integration ease, compatibility – No. of technical support personnel with experience in Switch management. • Form factor and total Power requirements • Presence of technical support office at RBI/IFTAS locations	30
3	Overall solution implementation and Management	• Project Plan and Implementation Schedule • Integration with existing infrastructure • Implementation Plan & along with offsite support availability. Support capabilities i.e. Repair/Maintenance responsiveness, Technicians, customer support. • TAC/NOC quality (First time right) • Speed and quality of Field support	30
4	Presentation	• Technical coverage, solution capabilities, ease of integration, ease of use, quality of reports, etc.	25
Total			**100**

In the event of only one responsive Bidder or only one Bidder emerging successful after the completion of the technical evaluation process, IFTAS reserves the right to continue or discontinue with this RFP process. The decision by IFTAS shall be final.

9   RFP Response

9.1   Technical Bid

The technical bid should follow the order and format provided in *Annexure I*.
Should there be any technical deviations / clarifications / queries, a deviation from technical specifications document as per *Annexure V* shall be provided.

9.2 Commercial Bid

The commercial bid shall be submitted strictly as per *Annexure III* and shall be submitted in separate mail as a **password protected** file. It shall be submitted in clear printed form. Any handwritten bid and any bid in a modified format shall be rejected.

The lowest cost (L1) bidder will be identified after completion of the due commercial evaluation process including comparison of all the components, as per *Annexure III*.

10 Warranties and Support

a. Product licenses should be Enterprise licenses in the name of IFTAS for the entire project contract period. License date will start after acceptance from IFTAS.

b. The Bidder shall offer 3 years of warranty on the proposed solution and thereafter, two-years of comprehensive Annual Maintenance Contract (AMC) for the proposed solution - for the new devices, meeting the requirements as specified in Scope Section 5. Warranty will commence from the date of complete acceptance of the proposed solution by IFTAS across all the sites.

c. For price bid, cost of warranty and software support cost to be included in the cost of the respective systems / software licenses and the AMC / ATS to be quoted for post-warranty period.

d. The successful bidder shall provide 24x7 remote TAC support during the warranty period, ensuring the accepted level of performance as specified in "Service Level Agreement". The bidder shall also ensure prompt on-site support for issues which are not getting resolved through remote TAC or for activities which require on-site support such as hardware replacement, change management activities etc.

e. The Bidder shall submit the call logging procedures including the escalation procedures for maintenance throughout the contract.

f. Bidder agrees that during the tenure of the contract, should there be any new release of features or upgrades, the same shall be implemented in the solution without any additional cost.

g. Without prejudice to the warranties given for individual products or services under the solution, the Bidder shall warrant to IFTAS that:

    i. The Bidder also warrants that all the equipment's supplied under the contract shall have no defect arising from design or from any act of omission by the OEM. The Bidder shall make necessary efforts (including replacement of the equipment's) to correct the defects in the equipment's that constitute deviations from the technical specifications.

    ii. For the equipment's supplied under this project, the bill of material shall be on a CAPEX model with 3 years of OEM warranty. From the 4th year onwards, AMC shall be paid annually. The bidder shall ensure highest grade OEM support, engage with the OEM TAC team and resolve all the issues within SLA during the tenure of the contract. In situations where the hardware needs to be repaired (i.e., upgrades, new release (Minor/Major) versions, bug fixes, etc.,)/replaced, the same shall be done within a maximum of 4 hours

with no additional cost to IFTAS, however penalty will be applicable as per SLA table under Sec 12. Necessary documentation shall also be supplied to IFTAS at no extra cost.

iii. If the deliverable(s) is declared End of Life (EOL) or End of Support anytime during the contract period, the successful Bidder shall forthwith replace the equipment at no additional cost to IFTAS, post seeking approval from IFTAS in writing.

iv. The initial Support & contract period will be for **5 years** minimum (3 years Warranty + 2 years comprehensive AMC). IFTAS reserves the right to further extend the contract period. In case of any price escalation during the thus extended period of the contract, it will be based on RBI Indexation formula as per *Annexure XVIII.*

11 AMC Support

a. After completion of warranty period, bidder has to give Comprehensive Annual Maintenance Service Contract (AMC) for Two years.

b. Under AMC , the Bidder shall offer comprehensive support for hardware, System software etc. supplied at all the sites. The AMC should commence upon successful completion of the warranty period as per the specifications, terms and conditions specified in the RFP.

c. After the expiry of the warranty, IFTAS reserves the rights to enter into an AMC with the Bidder or any other solution provider, depending on the performance of the bidder.

d. Bidder shall provide and install all software updates/enhancements, releases, bug fixes, upgrades, version upgrades, subscription etc. for all the hardware and software covered under the proposed solution during Warranty and AMC period without any additional cost to IFTAS. The AMC shall include support, upgrades, new release (Minor/Major) versions; security and bug fixes, etc. for the hardware / software with the necessary documentation.

e. The Bidder shall provide all Maintenance Services that will be required for the maintenance of the Software supplied and commissioned by them. Support and maintenance for all purposes means support for all the applications and third-party software provided, quoted, and developed by the Bidder and/or any third party and all other costs necessary and incidental for the maintenance and support of such licensed Software. Bidder shall provide such support services at all the deployment locations of IFTAS.

f. Bidder shall ensure compatibility of the software and hardware releases to the implemented solution.

g. The bidder shall ensure hardening of the hardware and software as per the best industry practices and the security policy of IFTAS.

h. Bidder shall ensure that all the vulnerabilities being detected, are duly addressed periodically as per the agreed timelines and business requirements.

i. The Bidder proposal shall support on 24x7 basis.

j. 24x7 telephonic and online support shall be provided by the Bidder for online troubleshooting to address technical issues, if any, including configurational and breakdowns, under the supervision of IFTAS.

k. IFTAS shall be able to log calls directly by web/email or over phone with the Bidder and OEM 24x7 during the annual maintenance period. The bidder conforms and submits its escalation matrix for the unresolved issues, if any.

12   SLAs and Penalty

12.1   Performance tracking and Reporting

The Bidder shall be bound by the Service Levels specified in this document for – Delivery, Project Implementation, On-site Support Services, etc. at all sites of IFTAS.

i. IFTAS requires the Bidder to provide reports on Issues logged and Closed - or - Pending Closure by the Bidder and Business Downtime (if any). The frequency of the report will be Weekly, Monthly, Quarterly, or as agreed between IFTAS and the Bidder.
ii. Bidder will generate reports of incident response including resolution or workaround.
iii. The solution related minimum service expectation as a percentage of Business Utility is 99.9975 % to be calculated on monthly basis.

12.2 Penalties during Project Implementation

Sr. No.	Service Area	Target	Penalty
1	Delivery of Proposed Solution (Hardware, Software & Licenses etc).	**12 weeks** from the date of Issue of Purchase Order	A penalty of 0.5% per week for first two weeks and 1% per week for every subsequent week subject to a maximum of 5%. Penalty will be computed on the Purchase Order Value.
2	Installation and Acceptance Testing	**Within 14 weeks** from the date of issue of purchase order.	A penalty of 0.5% per week for first two weeks and 1% per week for every subsequent week subject to a maximum of 5%. Penalty will be computed on the Appropriate Purchase Order Value.

12.3   Service Level Requirements

Successful bidder is expected to maintain 100 % availability of the solution deployed for RBI/IFTAS operations without any loss.

The below penalties shall be applicable, which is calculated on the end-to-end solution provided by the successful bidder, including hardware and any active/passive components deployed.

S. No	Per Device uptime for working as designed per Month	Amount Payable
1	>=99.9975 % to 100%	100% of the monthly rentals
2	>=99.99 % to <99.9975%	90% of the monthly rentals
3	>99% to <99.99%	80% of the monthly rentals
4	<=99%	No payment

12.3.1 SLA Calculation Methodology

All the SLAs for the switches supplied are calculated based on the below mentioned formula:

Monthly calculation:

$$\text{Availability (\%)} = \frac{(\text{Total No of Minutes in a month} - \text{Total Outage Minutes in a month}) \times 100\%}{(\text{Total No of Minutes in a month})}$$

This Penalty shall be applicable on the total payable amount during each financial year, which will be prorated and calculated monthly.

12.3.2 SLA Calculation process

a) The successful bidder shall collect incidents in respect of the switches at each location using state of art NOC tools on a real-time basis and provide consolidated monthly reports as required by IFTAS.

b) IFTAS will collect incidents from all the sources including IFTAS NOC and other sources on monthly basis.

c) IFTAS shall share the consolidated SLA compliance report with successful bidder who shall compare all the incidents captured and convey their remarks based on logs, emails, evidence and etc., This process shall be carried out for all links every month till the list of "agreed SLA incidents" are concluded effectively calculating the downtime/ outages.

d) Final Downtime will be calculated by IFTAS based on final SLA compliance sheet and payment will be made based on the final downtime confirmation.

e) SLA conditions specified in this RFP should be adhered to by the bidder. Penalty will be levied for not meeting the device uptime/security compliance/misbehaving aspects etc., and it is not just limited to device outages / issues.

f) The bidder shall submit SLA compliance for the services rendered period along with invoice based on SLA conditions.

g) SLA compliance report shall be finalized by IFTAS.

h) On any of the incidents covered under SLA, a FIR (First-hand Information report) shall be sent by the bidder in the approved format within 2 hours of the occurrence of the problem. Detailed Root cause/RCA/RFO for the incidents shall be submitted in T+1day time frame.

13 Payment Terms and Conditions

The following shall be the payment terms and conditions under the contract:

S.no	Description	Payment terms	Payment condition
1	Hardware / Software and Licenses	40% payment	After delivery of hardware / software and licenses
		60% payment	After successful implementation, configuration, PAT (project acceptance test).
2	Onetime installation, implementation, training, and documentation charges	100% payment	After successful installation and training and submission of documents.
3	Management and Maintenance charges which includes Comprehensive Software Support / ATS	Quarterly in arrears	After deducting penalties.
4	Scalability Components	Shall be paid as per requirement and delivery, verification, and acceptance by IFTAS	
5	General Payment Terms	➲ All payments will be released based on submission of complete and correct invoices along with necessary SLA evidence/reports of rendering of service as required. ➲ Payment will be released within 30 days of receipt of correct and complete invoices along with necessary documents / certificates duly signed by the authorized official of the bidder. ➲ Prices shall be quoted in INR only. ➲ Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained. ➲ The awardee / successful bidder shall quote the GST No. on the invoice, submitted for the payment.	

14 Fall Clause:

The Bidder certifies that they had not supplied/is not supplying similar products/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU or any other entity and if it is found at any stage that similar products/systems or sub systems were supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU or any other entity at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.

Bidder shall submit the PO issued for the same / similar solution/ device to any PSU/ Govt. Authority / other entity without names to substantiate the Fall Clause. (The solution if any other entity, if found the benefits should be passed on to IFTAS-/similar rates of period of 6 months).

a. Written requests for clarification will be submitted to IFTAS through email / letter and the same should reach IFTAS on or before the dates as given in the Important dates and Project timeline sections of this RFP.

b. Any pre-bid queries may be sent to the designated email id (RFP@iftas.in) as per the timelines mentioned in the Important Dates- Section in this RFP. The queries and responses thereto will be shared among all the bidders. IFTAS may clarify all such queries in the Pre-bid meeting. It may be noted that all the queries/questions relating to this RFP, technical or otherwise, will have to be sent to the designated email id, as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.

c. Pre-Bid Queries and responses thereto will be circulated among all the bidders / published on IFTAS website for the benefit of all the bidders.

d. IFTAS reserves the right to reschedule the date/s, as mentioned in the above section 2.2. The Bidders will be informed of any such change by way of mail and publication on IFTAS website.

e. No queries will be entertained after the last date for receiving queries.

f. Bidders shall acquaint themselves fully with the terms and conditions of the tender as per this RFP. No plea of insufficient information will be entertained at any time subsequently.

g. In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision in the RFP after submission of the Bid, the interpretation by IFTAS and decision of IFTAS shall be final, conclusive, and binding on the Bidder.

h. The specifications of the components of the proposed Solution are defined in generic terms on best effort basis. Reference to any term, which is proprietary to an OEM, in the RFP is incidental and has no other meaning other than specifying the nature and classification of the particular components of the proposed Solution.

15   Limitation of Liability

a. Circumstances may arise where, because of any default directly attributable to the Bidder, IFTAS may be entitled to recover damages from the Bidder. Notwithstanding anything to the contrary mentioned herein, the aggregate of all such liabilities of the Bidder hereunder, whether in contract, torts or any other theories of law, irrespective of the cause, on account of which IFTAS is entitled to claim damages from the Bidder, shall only be limited to and shall in no event exceed the Total Project Cost.

b. Bidder shall however be liable for:
   i.   bodily injury (including death) and damage to real property and tangible personal property and for which the Bidder is legally liable due to reasons directly attributable to the Bidder; and
   ii. subject to the above limits of liability.

c. The Bidder shall not be liable for:
   i.   IFTAS's failure to perform IFTAS's responsibilities.
   ii. Third party claims against IFTAS for losses or damages (other than those in "i" and "ii" above).
   iii. Any indirect, special, punitive or consequential losses, damages or loss of profits/business/revenue or loss of Goodwill or Reputation, whether in contract, tort or other theories of law, and even if such other party has been advised of the possibility of such damages.
   iv. Damages arising out of Force Majeure.

d. The above sets forth the Bidder's entire liabilities to the exclusion of any provisions mentioned elsewhere herein.

16   Sub-Contracting Clause

As per the scope of this RFP, sub-contracting is permitted after taking prior permission from IFTAS in writing.

a. Bidder shall obtain written consent from IFTAS before contracting any work to sub-contractor/s. IFTAS at its own discretion may permit or deny the same.

b. In case sub-contracting is permitted, the Bidder shall remain responsible for all the services provided to IFTAS from all points of view. Bidder shall also remain responsible for ensuring that the sub-contractor/s comply with all security/confidentiality requirements and other terms and conditions as applicable to the Bidder under this RFP. IFTAS reserves the rights to conduct independent audit of the Bidder including any sub-contractor in this regard.

c. Before engaging any sub-contractor, the Bidder shall carry out due diligence on the sub-contractor to the satisfaction of IFTAS and IFTAS shall have access to all such records on demand.

d. In the event of sub-contracting, the Bidder shall ensure that suitable documents including confidentiality agreement are obtained from the sub-contractor and the Bidder shall ensure that the secrecy and the confidentiality of IFTAS's data/processes is maintained.

e. The successful bidder shall not be allowed to sub-contract works to any contractor from a country that shares a land border with India unless such contractor is registered with the Competent Authority constituted by the Department for Promotion of Industry and Internal Trade (DPIIT).

f. Bidder shall provide sub-contracting details to IFTAS. Not-withstanding approval of IFTAS for sub-contracting, the Bidder shall solely remain liable to IFTAS for all acts and omissions of the sub-contractor/s under this RFP.

IFTAS reserves the rights to ask the Bidder and the Bidder shall change / amend the contractual provisions / clause(s) entered into between the Bidder and the sub-contractor to the satisfaction of IFTAS.

17   Termination of Purchase Order/Contract:

IFTAS, by written notice, may terminate the contract in whole or in part, as per the under-noted reasons, at any time by giving 90 days prior notice in writing to the Bidder. The notice for termination shall specify the extent to which the contract is terminated, and the date from which such termination becomes effective.

- ➲ The selected Bidder goes into liquidation voluntarily or otherwise.
- ➲ The selected Bidder commits a breach of any of the terms and conditions of the contract.
- ➲ The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- ➲ If deductions on account of penalties exceed more than 10% of the total contract price.
- ➲ After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, IFTAS reserves the rights to get the remaining part of the contract executed by another party of its choice by giving one months' notice for the same. Under such circumstances, the selected Bidder (existing Bidder) will be meeting all the expenses incurred by IFTAS for the purpose.
- ➲ IFTAS reserves the rights to recover any dues payable to the selected Bidder (existing Bidder) from any amount outstanding to the credit of the selected Bidder, including the pending bills and if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of IFTAS.
- ➲ If any document, certificate by bidder whose bid is accepted and found to be fake/fraud/forged/false, this would be ground for immediate termination and further legal action in accordance with law/provision of bidding document including suspension/ banning and encashment of PBG.
- ➲ OEM obligation against Bidder failure to supply or install or implement or operate or support. Necessary guarantee or certification is to be obtained from the OEM as per Annexure XIV.

The Bidder shall deliver all the requirements and complete all necessary documentation/s as per the requirements mentioned in this RFP. In the event of an unforeseeable delay, the Bidder shall approach IFTAS for an approval to extend the timelines with complete justification and reasoning. The discretion to extend the timelines shall rest solely on IFTAS, and in the event that extension is provided, it will be at no extra cost to IFTAS.

18 Right to Verification

IFTAS reserves the rights to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder's facilities, if necessary, to establish to its satisfaction about the Bidder's capacity to perform and complete the contractual obligations under the contract. The technical evaluation will also include such information.

19 Right to Audit / Inspection

Upon reasonable notice, the Bidder shall allow IFTAS to inspect/ audit the services being provided by the Bidder under this contract at its office / sites and such inspection shall be carried out in a pre-agreed manner and during normal business hours (minimum once a year). For avoidance of doubt, such inspection by IFTAS will not be considered as breach of organizational confidentiality requirements of the Bidder in any manner. Suitable office space shall be provided to IFTAS wherein such inspection will be carried out by IFTAS and/ or its authorized representatives. IFTAS will comply with any other Non-Disclosure terms and conditions with the Bidder, which are mutually acceptable.

20 Anti-Bribery Clause

The Bidder shall comply with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption including but not limited to the applicable legislations in India. Further, the Bidder shall maintain adequate policies and procedures at their end to ensure compliance with the said legislations. It is agreed that the Bidder will not engage in any activity or practice which constitutes an offence under the said legislations, including but not limited to offer, pay, consider or benefit, either directly or indirectly an inducement or reward of any kind for any services, or possible services in relation to this order. Breach of this clause shall be deemed as a material breach under this contract.

21 Late Submission of Bid

Bid will be received by IFTAS on or before the date and time and at the address, as specified in the RFP for the purpose. Any bid received by IFTAS after the last date for receipt of bids, as specified by IFTAS, will be rejected and/or returned unopened to the Bidder. IFTAS shall not be responsible for non-receipt of any bid at the address within the given date and time specified in the RFP due to any reason whatsoever.

22 Bid Currency

Prices shall be quoted in Indian Rupee (INR).

23   Demerger

In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of IFTAS will be treated as final and no further correspondence will be entertained on this.

24   Integrity Pact

i.   As a part of the implementation of Integrity Pact program in IFTAS, all bids will be covered under the Integrity Pact and the vendors are required to sign the Integrity Pact document and submit the same to IFTAS along with the bids.

a. Bids without the signed Integrity Pact are liable to be rejected.

b. Only those vendors who have signed the Integrity Pact and submitted the bid can send their queries, if any, to rfp@iftas.in.

c. Bidders are required to sign the Integrity Pact as per **Annexure X.**

ii.   The Integrity Pact envisages, if required, the appointment of an Independent External Monitor (IEM) who would independently review the extent to which the two parties to the contract (the Bidder and IFTAS) have complied with their obligations under the Integrity Pact.

25   Cyber Security Compliance Certificate

The Bidder unconditionally certifies that it has created a robust cyber security posture for its office/work environment, complying with various cyber security guidelines/instructions, issued by the Banking and other Regulators and relevant Government Authorities from time to time, detecting, preventing and remedying cyber security threats and ensuring authorized physical and logical access to its systems, applications, data bases and networks, irrespective of whether installed and operational on-premise, co-location data centers or on the cloud. Further, it also unconditionally certifies that its cyber security posture for its office/work environment is continuously monitored, reviewed, and strengthened, both manually and through use of digital cyber security tools and measures, continually ensuring confidentiality, integrity and availability of its information/data. The Bidder certifies that the IFTAS work environment shall not get adversely affected on account of interactions with its own work environment.

26   Force Majeure

The Bidder or IFTAS shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague or other epidemics, fire, flood, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the Bidder shall promptly notify IFTAS in writing of such conditions and any change thereof. Unless otherwise directed by IFTAS in writing, the Bidder shall continue to perform its obligations under the contract as far as possible and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

27   Indemnification

The Bidder shall, at its own cost and expenses, defend and indemnify IFTAS against all third-party claims including infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from the use of the solutions/products under the contract or any part thereof in India.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself thereagainst. If IFTAS is required to pay compensation to a third party resulting from such infringement, if any, the Bidder shall be solely and fully responsible therefor, including providing for all expenses, and court and legal fees.

IFTAS will give notice to the Bidder on any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim. However, the Bidder shall be solely and fully responsible for meeting all such claims.

The Bidder shall also be liable to indemnify IFTAS, at its own cost and expenses, against all losses/damages, which IFTAS may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures, etc.

28   POSH

In accordance with the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 ("POSH Act") along with the Rules made thereunder, IFTAS has in place a policy which mandates no tolerance against any conduct amounting to sexual harassment of women at workplace. The Company has constituted Internal Committee(s) ("ICs") to redress and resolve any complaints arising under the POSH Act. POSH policy is available on the website of the Company.

The Bidder shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against the Bidder's employee/staff within the premises/work place of IFTAS, the complaint will be filed before Internal Complaints Committee constituted by the IFTAS, which shall ensure appropriate action under the said Act in respect to the complaint.

Any complaint of sexual harassment from any aggrieved employee of the Bidder against any employee of the IFTAS shall be taken cognizance of by the Complaints Committee constituted by the Bidder under the said Act. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the IFTAS. The Vendor shall be responsible for educating its employees/staff about prevention of sexual harassment policy of IFTAS.

29   Governing Laws and Disputes

The bid and the contract signed by both the parties (IFTAS and Bidder) will be governed by and construed and interpreted in accordance with applicable laws of India in the courts of Mumbai or Hyderabad.

All disputes or differences whatsoever arising between the parties (i.e., IFTAS and the Bidder) out of or in relation to the construction, meaning and operation or effect of this Tender Document or breach thereof, shall be settled amicably. If, however, the parties, as above, are not able to resolve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties, as above. The Arbitrator/Arbitrators shall give a reasoned award.

The Bidder shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by IFTAS or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or arbitrators, as the case may be, is obtained. The place and seat of arbitration shall be Mumbai or Hyderabad, India.

30   Procurement from a Bidder from a Country Sharing Land Border with India

1. Department of Expenditure (Ministry of Finance) of Government of India through OM no. 6/18/2019-PPD dated 23.07.2020 & 24.07.2020 (Public procurement no. 1, 2 & 3) has issued the guidelines regarding procurement from bidders from a country or countries sharing Border with India. These guidelines are available on the website of DoE (https://doe.gov.in/).

2. Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority specified in Annexure-I of the DoE OM dated 23.07.2020 (Public procurement no. 1).

    However, above shall not be applicable to the bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects.

3. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated herein before, including any agency branch or office controlled by such person, participating in a procurement process.

4. **"Bidder from a country which shares a land border with India"** for the purpose of this Order means: -

    i)   An entity incorporated, established or registered in such a country; or

ii) A subsidiary of an entity incorporated, established or registered in such a country; or

iii) An entity substantially controlled through entities incorporated, established or registered in such a country; or

iv) An entity whose beneficial owner is situated in such a country; or

v) An Indian (or other) agent of such an entity; or

vi) A natural person who is a citizen of such a country; or

vii) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

5. **The beneficial owner** for the purpose of (4) above will be as under:

i) In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation—

a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five per cent of shares or capital or profits of the company;

b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;

ii) In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

iv) Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

v) In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

6. **An Agent is a person employed to do any act for another, or to represent another in dealings with third person**

31 Disqualification Parameters in Bid Evaluation

a) IFTAS at its discretion may reject the bid of any Bidder without giving any reason whatsoever, if in IFTAS's opinion, the bid was not made appropriately to meet the performance criteria or technical requirements, as stipulated by IFTAS.

b) IFTAS at its discretion may reject the bid of any Bidder, in case the responses received from the relevant reference sites are negative.

c) The Bidders who do not qualify in the Eligibility criteria.

d) IFTAS reserves the rights to disqualify any Bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process and any other disqualification criteria, as mentioned in this RFP.

e) IFTAS may call for clarifications/ additional information required, if any, on the technical bid submitted. The Bidder has to submit the clarifications/ additional information in writing within the specified date and time. The Bidder offer may be disqualified, if the clarifications/ additional information sought are not submitted within the specified date and time.

f) The Technical Bid shall NOT contain any pricing or commercial information at all. If any Technical Bid contains any price related information, the Bidder concerned will be disqualified.

g) If any document, certificate by bidder whose bid is accepted and found to be fake/fraud/forged/false, this would be ground for immediate termination and further legal action in accordance with law/ provision of bidding document including suspension/ banning and encashment of PBG.

h) The commercial bid shall be submitted strictly as per the commercial bid format specified in the RFP. It shall be submitted in a separate sealed envelope. It shall be submitted in clear printed form. Handwritten bids, modification of the commercial bid format, if any, will lead to disqualification of the bid / Bidder.

32   Confidentiality of Information

a) Bidder acknowledges that during the performance of this contract, IFTAS may disclose certain confidential information to the Bidder to further the performance of the contract. For the purpose of the contract, the term "Confidential Information" means any and all oral or written information that is not generally known (non-public information) and which the receiving Party has obtained pursuant to the contract. The term "Confidential Information" shall include, but not be limited to, papers, documents, writings, emails, classified information, inventions, discoveries, knowhow, ideas, computer programs, source codes, object codes, designs, algorithms, processes and structures, product information, research and development information and other information relating thereto, financial data and information and processes of a business, commercial, technical, scientific, operational, administrative, financial, marketing or of intellectual property nature or otherwise and any other information that IFTAS may disclose to the Bidder, or the Bidder may come to know by virtue of the contract.

b) The successful Bidder shall not, without IFTAS's prior written consent, disclose the Contract or any provision thereof, or any specification or information furnished by or on behalf of IFTAS in connection therewith, to any person other than a person employed by the Successful Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence against Non-disclosure agreements completed prior to disclosure and disclosure

shall extend only so far, as may be necessary for the purposes of such contractual performance.

    c)   Any document, other than the Contract itself, shall remain the property of IFTAS and all copies thereof shall be returned to IFTAS on termination / expiry of the Contract.

    d)   The successful Bidder shall not, without IFTAS's prior written consent, make use of any document or information as above except for the purpose of performing the Contract.

33   Use of Contract Documents and Information

The Bidder shall not, without prior written consent from IFTAS, disclose the contract or any provision thereof, or any specification or information furnished by or on behalf of IFTAS in connection therewith, to any person other than a person employed by the Bidder in the performance of the contract. Disclosure to any such employed person shall be made in strict confidence against non-disclosure agreements completed prior to disclosure and disclosure shall extend only so far, as may be necessary for the purposes of such performance.

Any document, other than the contract itself, shall remain the property of IFTAS and all copies thereof shall be returned to IFTAS on termination / expiry of the contract.

The Bidder shall not, without IFTAS's prior written consent, make use of any document or information except for the purpose of performing the contract.

The provisions of Section 13.6 shall survive termination / expiry of the contract for a period of one year thereafter, and shall not apply to information which:

    a) Now or hereafter enters the public domain through no fault of that party.

    b) Can be proven to have been in possession of that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party hereto; or

    c) Otherwise lawfully becomes available to that party from a third party under no obligation of confidentiality.

34   Full Insurance Cover for all Bidder's Personnel and Components of the Solution

The bidder shall provide full insurance cover of all types to all its personnel working in IFTAS. Such personnel or their legal heirs shall not claim any insurance benefit and compensation from IFTAS in case such personnel of the bidder suffers any loss or damage to their life or person or property while working in IFTAS.

The bidder also unconditionally undertakes to provide for comprehensive Insurance cover for all the components of the solution (hardware, software, etc.) under procurement. This insurance cover will be from the point of transportation (i.e., beginning of transportation) till delivery at specified location/s of IFTAS and thereafter, till all such components become a part of the inventory list of IFTAS (i.e., after completion of acceptance testing).

Annexure- I: Technical Bid Format

Technical Bid Format

Table of contents

- Introduction
  - Purpose.
  - Objectives.
  - Detailed Scope.
  - Technical statements.
  - Technical deviation statement.
  - Details of any legal action on the Bidder and declaration that the services to IFTAS shall not be impacted on account of such actions.
  - List of service & support offices, warehouses related to the RFP requirement, with address and contact details.
  - Self-certified letter to be submitted for meeting the delivery schedule and accepting the penalty clause to adhere to the delivery schedules.
  - Details of experience in similar project implementations, with proof.

- Management summary
  - Overview of the Bidder, financial, management and operational hierarchy and relevant details
  - Overview of proposed timetable and project management provisions
  - Overview of proposed maintenance and support arrangements

Bidder Details		
The registered name of the bidding company		
Business address for correspondence	Location	
	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
	Other	
Contact name of the Bidder representative		
Contact's position with Bidder		
Contact person's addresses if different	Location	

from above	Street	
	Locality	
	City	
	Pin Code	
	Country	
	Telephone	
	Facsimile	
	Email	
	Other	
Business structure (top to bottom)		
Project management structure (top to bottom)		
Support Team structure (top to bottom)		
Bidder registered address		
Address of Product Service Centre / Centre of Excellence / Research & Development Centre (as applicable)		

Details of company registration		
Names of Directors	Chairman	
	President/Managing Director	
	Directors	
	CEO	
Include a structure chart reflecting the organization		
Chart		

Financial standing of the Bidder	1. Turnover for the past 3 financial years 2. Net profit for the past 3 financial years 3. Net Worth for the past 3 financial years		
(Information is designed to provide confidence in the financial competence of the Bidder)			
Audited financial accounts for past three years should be included under Annexure-1.			
Total current employees			
(For Example, Only)	FY 20-21	FY 21-22	FY 22-23
Sales Turnover			
Net profit before tax			
Net Worth			
Company Profile(s)			
Reference Sites (Use separate schedule formats for this response)	[Details of at least three similar implementations in the recent past (including contact details) which will demonstrate the Bidder's ability to perform and complete all the activities under this project.]		
Designated Staff	Name	Position	Project Designation
(Detailed profiles of key staff shall be included in appendix)			

Experience in Similar Projects	
(Give details about the following with respect to the methodology followed by your organization in projects of similar nature and complexity – a minimum of 3 projects to be elaborated.)	
Project Name:	
Project Location:	
Client Name:	
Client address:	
Client contact/reference person(s):	Name
	Address – if different from above
	Telephone

	Facsimile	
	Mobile Phone	
	Email address	
Project started (month/year):		
Project elapsed time – months:		
Name of senior project staff:		
	Project Director	
	Project Manager	
	Other	
Role of the company, whether complete end-to-end involvement or for a particular module:		
Project detail		

Annexure- II: Technical Specifications

Table A: Internal L2 Switch Specification		Quantity: 6 Units	
Sr. No	**General Requirement**	**Compliance (Y / N)**	**Remarks**
1	The switch should not have any single point of failure like power supplies and fans etc. should have 1:1/N+1 level of redundancy. Dual power supply switch needs to be proposed.		
2	Switch support in-line hot insertion and removal of different parts like power supplies/fan tray etc. should not require switch reboot and disrupt the functionality of the system.		
3	Switch shall have the following interfaces and minimum two SFP should be populated with SFP-10G-SR module which support OM3 & OM4 fiber cables from day 1. 　A.　24x 1G copper. 　B.　4 x 10 GbE SFP ports		
4	Switch should have management and console interface for Out of Band Management		
5	Switch should be rack mountable and support side rails if required		
6	Switch should have hardware health monitoring capabilities and should provide different parameters through SNMP		
7	Switch should support network segmentation that overcomes the limitation of VLANs using VXLAN and VRFs as and when required in future		
8	Switch should support IEEE Link Aggregation and Ethernet Bonding functionality to group multiple ports for redundancy		
9	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z.		
10	The switch should support 1000 IPv4 and IPv6 routes entries in the routing table including multicast routes		
12	Switch shall have minimum 128 Gbps of switching fabric and 95 Mpps of forwarding rate.		
13	Switch must support appropriate of DRAM and Flash from day 1, for optimal performance.		
15	Switch should support VLAN trunking (802.1q) and should support 4096 VLAN		
16	Switch shall have minimum 16K MAC Addresses and 250 active VLAN.		
17	Switch should support 8 Nos. of link or more per Port channel (using LACP) and support minimum of 8 port channels or more per switch		
18	Switch should support Industry Standard Port/Link Aggregation for All Ports any port		
19	Support for broadcast, multicast, and unknown unicast storm control to prevent degradation of switch performance from storm		

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	due to network attacks and vulnerabilities		
20	Switch should support Link Layer Discovery Protocol as per IEEE 802.1AB for finding media level failures		
21	Switch should provide gateway level of redundancy in IPv4 and IPv6 using HSRP/VRRP		
22	Switch should support for BFD for Fast Failure Detection as per RFC 5880		
23	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.		
24	Switch should support methods for identifying different types of traffic for better management and resilience		
25	Switch must have functionality like static routing, PIM, OSPF, VRRP, PBR and QoS features from Day1		
26	Switch should support to trust the QoS marking/priority settings of the end points as per the defined policy		
27	Switch should support Flow control of Ethernet ports to control traffic rates during congestion by allowing congested nodes to pause link operation at the other end for receiving traffic as per IEEE 802.3x		
28	Switch should support for deploying different security for each logical and physical interface using Port Based access control lists of Layer-2 to Layer4 in IPv4 and IPv6 and logging for fault finding and audit trail		
29	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-128 on hardware for all ports.		
30	Switch should support for external database for AAA usage. A. TACACS+ OR B. RADIUS		
31	Switch should support MAC Address Notification on host join into the network for Audit trails and logging		
32	Switch should support restricting end hosts in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding		
33	Switch should support DHCP Snooping / DHCP Guard		
34	Switch should support Dynamic ARP Inspection/protection to ensure host integrity by preventing malicious users from exploiting the insecure nature of the ARP protocol or switch should support Gratuitous ARP		
35	Switch should support IP Source Guard/Dynamic IP Lockdown to prevents a malicious host from spoofing or taking over another host's IP address by creating a binding table between the client's IP and MAC address, port, and VLAN.		
36	Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined		

37	Switch should support to prevent edge devices in the network not administrator is controlled from becoming Spanning Tree Protocol root nodes or support STP root guard		
38	Switch should support unicast and/or multicast blocking on a switch port to suppress the flooding of frames destined for an unknown unicast or multicast MAC address out of that port		
39	Switch should support Spanning tree BPDU protection/BPDU guard		
40	Switch should support for MOTD banner displayed on all connected terminals at login		
41	Switch should support for embedded RMON/RMON-II/sFlow/netflow for central NMS management and monitoring		
42	Switch should support for sending logs to multiple centralized syslog server for monitoring and audit trail		
43	Switch should provide remote login for administration using: A. SSH V.2 B. Telnet (Optional)		
44	Switch should support for capturing packets for identifying application performance using local and remote port mirroring for packet captures		
45	Switch should support for management and monitoring status using different type of Industry standard NMS using: A. SNMP V2 and V3 with encryption B. Filtration of SNMP using Access list. C. SNMP MIB support for QoS		
46	Switch should support for basic administrative tools like: A. Ping B. Traceroute		
47	Switch should support central time server synchronization using Network Time Protocol NTP V4		
48	Switch should support for predefined and customized execution of script for device mange for automatic and scheduled system status update for monitoring and management		
49	Switch should provide different privilege for login into the system for monitoring and management		
50	Switch should support Real time Packet Capture using Wireshark in real time for traffic analysis and fault finding		
51	Switch should support for QoS in IPv6 network connectivity		
52	Switch should support for monitoring and management using different versions of SNMP in IPv6 environment such as A. SNMPv1, SNMPv2c, SNMPv3 B. SNMP over IPv6 with encryption support for SNMP Version 3.		
53	Switch should support syslog for sending system log messages to centralized log server in IPv6 environment		
54	Switch should support NTP to provide an accurate and consistent timestamp over IPv6 to synchronize log collection and events		
55	Switch should support for IPv6 different types of tools for administration and management such as A. Ping, B. Traceroute, C. VTY, D. SSH, E. TFTP, F. DNS Lookup		

56	During system boots, the system's software signatures should be checked for integrity. System should capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
57	Switch / Switch's Operating System should be tested for EAL 2/NDPP or above under Common Criteria Certification.		
58	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.		

Table B: Core Switch Type 1 Specification		Quantity: 4 Units	
Sr. No	General Requirement	Compliance (Y / N)	Remarks
1	Switch should not have any single point of failure like power supplies and fans etc. should have 1:1/N+1 level of redundancy. Dual power supply switch needs to be proposed.		
2	Switch support in-line hot insertion and removal of different parts like power supplies/fan tray etc. should not require switch reboot and disrupt the functionality of the system, support IPv4 and IPv6 Stacks		
3	Each switch shall have 24 nos. 10/100/1000 Base-T ports and additional 4 nos. SFP+ uplinks ports. Switch should populate with minimum two SFP+ modules with SFP-10G-SR transceivers which support OM3 & OM4 fiber cables from day 1.		
4	Switch should have management and console interface for Out of Band Management		
5	Switch should be rack mountable and support side rails if required from day1		
6	All 24 ports should support PoE (802.3af) and PoE+ (802.3at) with a PoE power budget of 720W		
7	Should support always-on POE to that supplies POE power even during schedule reboot.		
8	Switch should have adequate power supply for the complete system usage with all slots populated and used and provide N+1 redundancy.		
9	Switch should have hardware health monitoring capabilities and should provide different parameters through SNMP		
10	Switch should support IEEE Link Aggregation and Ethernet Bonding functionality to group multiple ports for redundancy		
11	Should support minimum 32K IPv4 routes or more and 16K IPv6 routes or more		
12	Switch shall have 8K or more multicast routes.		

13	Switch shall have minimum 128 Gbps of switching fabric and 95 Mpps of forwarding rate.		
14	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z & 1588v2.		
15	Switch should support VLAN trunking (802.1q) and should support 4096 VLAN		
16	Switch shall have minimum 32K MAC Addresses and 1000 active VLAN.		
17	Switch should support 8 Number of links or more per Port channel (using LACP) and support minimum 10 port channels or more per switch.		
18	Switch should support Industry Standard Port/Link Aggregation for All Ports across any port		
19	Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1.		
20	Support for broadcast, multicast, and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities		
21	Switch should support Link Layer Discovery Protocol as per IEEE 802.1AB for finding media level failures		
22	Switch should provide gateway level of redundancy in IPv4 and IPv6 using HSRP/VRRP		
23	Switch should support for BFD for Fast Failure Detection as per RFC 5880		
24	Switch must support Active-Active switch configuration for achieving High-Availability and be able to stack at least 6 Switches.		
25	Switch must support Minimum 8 number of links in a port channel.		
26	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.		
27	Switch shall be able to integrate with Cisco DNA Center.		
28	Switch should support for different type of QoS features for real time traffic differential treatment using. A. Weighted Random Early Detection / Deficit Weighted Round Robin (DWRR)/weighted round robin (WRR) B. Strict Priority Queuing		
29	Switch should support to trust the QoS marking/priority settings of the end points as per the defined policy		
30	Switch should support Flow control of Ethernet ports to control traffic rates during congestion by allowing congested nodes to pause link operation at the other end for receiving traffic as per IEEE 802.3x		

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31	Switch should support for deploying different security for each logical and physical interface using Port Based access control lists of Layer-2 to Layer4 in IPv4 and IPv6 and logging for fault finding and audit trail		
32	Switch should have 16MB or more packet buffer.		
33	Switch should support for external database for AAA usage. A. TACACS+ OR B. RADIUS		
34	Switch should support MAC Address Notification on host join into the network for Audit trails and logging		
35	Switch should support restricting end hosts in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding.		
36	Switch should support DHCP Snooping / DHCP Guard		
37	Switch should support Dynamic ARP Inspection / protection to ensure host integrity by preventing malicious users from exploiting the insecure nature of the ARP protocol or switch should support Gratuitous ARP		
38	Switch should support IP Source Guard /Dynamic IP Lockdown to prevents a malicious host from spoofing or taking over another host's IP address by creating a binding table between the client's IP and MAC address, port, and VLAN.		
39	Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined		
40	Switch should support to prevent edge devices in the network not administrator is controlled from becoming Spanning Tree Protocol root nodes or support STP root guard		
41	Switch should support unicast and/or multicast blocking on a switch port to suppress the flooding of frames destined for an unknown unicast or multicast MAC address out of that port		
42	Switch should support Spanning tree BPDU protection/BPDU guard		
43	Switch should support for MOTD banner displayed on all connected terminals at login		
44	Switch should support for embedded RMON/RMON-II/sFlow/netflow for central NMS management and monitoring		
45	Switch should support for sending logs to multiple centralized syslog server for monitoring and audit trail and SIEM		
46	Switch should provide remote login for administration using: A. SSH v.2		

	B. Telnet (Optional)		
47	Switch should support for capturing packets for identifying application performance using local and remote port mirroring for packet captures		
48	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+ .		
49	Switch should support for basic administrative tools like: A. Ping B. Traceroute		
50	Switch should support central time server synchronization using Network Time Protocol NTP V4		
51	Switch should provide different privilege for login into the system for monitoring and management		
52	Switch should support minimum of 2 port span/ mirror session in real time for traffic analysis and fault finding		
53	Switch should support for QoS in IPv6 network connectivity		
54	Switch should support for monitoring and management using different versions of SNMP in IPv6 environment such as A. SNMPv1, SNMPv2c, SNMPv3 B. SNMP over IPv6 with encryption support for SNMP Version 3		
55	Switch should support syslog for sending system log messages to centralized log server in IPv6 environment.		
56	Switch should support NTP to provide an accurate and consistent timestamp over IPv6 to synchronize log collection and events.		
57	Switch should support for IPv6 different types of tools for administration and management such as A. Ping B. Traceroute C. SSH D. TFTP E. DNS Lookup/ Domain Name System (DNS) to provide distributed database that translates domain names and IP addresses		
58	Should support advance Layer 3 protocol like BGPv4, BGPv6 , MPLS, VRF, VXLAN, IS-ISv4, OSPFv3, MP-BGP as and when required in future.		
59	IFTAS to be provided with Free Software and Security upgrades, updates and patches released by OEM during contract period		
60	Switch should support 128 or more STP Instances.		
61	The switch should provide VRF lite and IPSLA or equivalent feature		
62	Switch should have dedicated slot for modular stacking, in addition to asked uplink ports. Should support for minimum 320 Gbps of stacking throughput with 8 switch in single stack.		
63	The Switch should provide Border Gateway Protocol (BGP) provides IPv4 and IPv6 routing		
64	Switch should support at least 64K flow entries		

Sr. No	General Requirement	Compliance (Y / N)	Remarks
65	The Switch should provide Multi-protocol BGP (MP-BGP) enables sharing of IPv6 routes using BGP and connections to BGP peers using IPv6		
66	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-256 on hardware		
67	The Switch should provide OSPFv2 for IPv4 routing and OSPFv3 for IPv6 routing		
68	Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1.		
69	The switch should provide Multicast routing, PIM SM, PIM SSM and IGMP v1, v2 and v3		
70	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
71	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.		

Table C: Core Switch Type 2 Specification		Quantity: 2 Units	
Sr. No	General Requirement	Compliance (Y / N)	Remarks
1	Switch should not have any single point of failure like power supplies and fans etc. should have 1:1/N+1 level of redundancy. Dual power supply switch needs to be proposed.		
2	Switch support in-line hot insertion and removal of different parts like power supplies/fan tray etc. should not require switch reboot and disrupt the functionality of the system, support IPv4 and IPv6 Stacks		
3	Each switch shall have 48 numbers 10/100/1000 Base-T ports and additional 4 numbers SFP+ uplinks ports. Switch should populate with minimum two SFP+ modules with SFP-10G-SR module which support OM3 & OM4 fiber cables from day 1.		
4	Switch should have management and console interface for Out of Band Management		
5	Switch should be rack mountable and support side rails if required from day1		
6	All 48 port should support PoE (802.3af) and PoE+ (802.3at) with a PoE power budget of 1440W		
7	Should support always-on POE to that supplies POE power even during schedule reboot.		
8	Switch should have adequate power supply for the complete system usage with all slots populated and used		

	and provide N+1 redundancy		
9	Switch should have hardware health monitoring capabilities and should provide different parameters through SNMP		
10	Switch should support IEEE Link Aggregation and Ethernet Bonding functionality to group multiple ports for redundancy		
11	Should support minimum 32K IPv4 routes or more and 16K IPv6 routes or more		
12	Switch shall have 8K or more multicast routes.		
13	Switch shall have minimum 176 Gbps of switching fabric and 130 Mpps of forwarding rate.		
14	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z & 1588v2.		
15	Switch should support VLAN trunking (802.1q) and should support 4096 VLAN		
16	Switch shall have minimum 32K MAC Addresses and 1000 active VLAN.		
17	Switch should support 8 Nos. of link or more per Port channel (using LACP) and support minimum 10 port channels or more per switch		
18	Switch should support Industry Standard Port/Link Aggregation for All Ports across any port		
19	Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1.		
20	Support for broadcast, multicast, and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities		
21	Switch should support Link Layer Discovery Protocol as per IEEE 802.1AB for finding media level failures		
22	Switch should provide gateway level of redundancy in IPv4 and IPv6 using HSRP/VRRP		
23	Switch should support for BFD for Fast Failure Detection as per RFC 5880		
24	Switch must support Active-Active switch configuration for achieving High-Availability and be able to stack at least 6 Switches.		
25	Switch must support Minimum 8 number of links in a port channel.		
26	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.		
27	Switch shall be able to integrate with Cisco DNA Center.		

28	Switch should support for different type of QoS features for real time traffic differential treatment using. C. Weighted Random Early Detection / Deficit Weighted Round Robin (DWRR)/weighted round robin (WRR) D. Strict Priority Queuing		
29	Switch should support to trust the QoS marking/priority settings of the end points as per the defined policy		
30	Switch should support Flow control of Ethernet ports to control traffic rates during congestion by allowing congested nodes to pause link operation at the other end for receiving traffic as per IEEE 802.3x		
31	Switch should support for deploying different security for each logical and physical interface using Port Based access control lists of Layer-2 to Layer4 in IPv4 and IPv6 and logging for fault finding and audit trail		
32	Switch should have 16MB or more packet buffer.		
33	Switch should support for external database for AAA using. C. TACACS+ OR D. RADIUS		
34	Switch should support MAC Address Notification on host join into the network for Audit trails and logging		
35	Switch should support to restrict end hosts in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding.		
36	Switch should support DHCP Snooping / DHCP Guard		
37	Switch should support Dynamic ARP Inspection / protection to ensure host integrity by preventing malicious users from exploiting the insecure nature of the ARP protocol or switch should support Gratuitous ARP		
38	Switch should support IP Source Guard /Dynamic IP Lockdown to prevents a malicious host from spoofing or taking over another host's IP address by creating a binding table between the client's IP and MAC address, port, and VLAN.		
39	Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined		
40	Switch should support to prevent edge devices in the network not administrator is controlled from becoming Spanning Tree Protocol root nodes or support STP root guard		
41	Switch should support unicast and/or multicast blocking on a switch port to suppress the flooding of frames destined for an unknown unicast or multicast MAC address out of that port		
42	Switch should support Spanning tree BPDU protection/BPDU guard		

43	Switch should support for MOTD banner displayed on all connected terminals at login		
44	Switch should support for embedded RMON/RMON-II/sFlow/netflow for central NMS management and monitoring		
45	Switch should support for sending logs to multiple centralized syslog server for monitoring and audit trail and SIEM		

46	Switch should provide remote login for administration using:
	  A. SSH V.2
	  B. Telnet (Optional)		

47	Switch should support for capturing packets for identifying application performance using local and remote port mirroring for packet captures		
48	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.		

49	Switch should support for basic administrative tools like:
	  A. Ping
	  B. Traceroute		

50	Switch should support central time server synchronization using Network Time Protocol NTP V4		
51	Switch should provide different privilege for login into the system for monitoring and management		
52	Switch should support minimum of 2 port span/ mirror session in real time for traffic analysis and fault finding		
53	Switch should support for QoS in IPv6 network connectivity		
54	Switch should support for monitoring and management using different versions of SNMP in IPv6 environment such as A. SNMPv1, SNMPv2c, SNMPv3 B. SNMP over IPv6 with encryption support for SNMP Version 3		
55	Switch should support syslog for sending system log messages to centralized log server in IPv6 environment.		
56	Switch should support NTP to provide an accurate and consistent timestamp over IPv6 to synchronize log collection and events.		
57	Switch should support for IPv6 different types of tools for administration and management such as A. Ping B. Traceroute C. SSH D. TFTP E. DNS Lookup/ Domain Name System (DNS) to provide distributed database that translates domain names and IP addresses		
58	Should support advance Layer 3 protocol like BGPv4, BGPv6, MPLS, VRF, VXLAN, IS-ISv4, OSPFv3, MP-BGP as and when required in future.		
59	IFTAS to be provided with Free Software and Security upgrades, updates and patches released by OEM during contract period		
60	Switch should support 128 or more STP Instances.		

61	The switch should provide VRF lite and IPSLA or equivalent feature		
62	Switch should have dedicated slot for modular stacking, in addition to asked uplink ports. Should support for minimum 320 Gbps of stacking throughput with 8 switch in single stack.		
63	The Switch should provide Border Gateway Protocol (BGP) provides IPv4 and IPv6 routing		
64	Switch should support at least 64K flow entries.		
65	The Switch should provide Multi-protocol BGP (MP-BGP) enables sharing of IPv6 routes using BGP and connections to BGP peers using IPv6		
66	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-256 on hardware		
67	The Switch should provide OSPFv2 for IPv4 routing and OSPFv3 for IPv6 routing		
68	Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1.		
69	The switch should provide Multicast routing, PIM SM, PIM SSM and IGMP v1, v2 and v3		
70	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
71	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.		

Table D: Core Switch Type 3 Specification		Quantity: 11 Units	
Sr. No	General Requirement	Compliance (Y / N)	Remarks
1	Switch should not have any single point of failure like power supplies and fans etc. should have 1:1/N+1 level of redundancy. Dual power supply switch needs to be proposed.		
2	Switch support in-line hot insertion and removal of different parts like power supplies/fan tray etc. should not require switch reboot and disrupt the functionality of the system, support IPv4 and IPv6 Stacks		
3	Each switch shall have 48 numbers 10/100/1000 Base-T ports and an additional 4 numbers SFP+ uplinks ports. Switch should populate with minimum two SFP+ modules with SFP-10G-SR transceivers which support OM3 & OM4 fiber cables from day 1.		
4	Switch should have management and console interface for		

	Out of Band Management		
5	Switch should be rack mountable and support side rails if required from day1		
6	Switch should have adequate power supply for the complete system usage with all slots populated and used and provide N+1 redundancy.		
7	Switch should have hardware health monitoring capabilities and should provide different parameters through SNMP		
8	Switch should support IEEE Link Aggregation and Ethernet Bonding functionality to group multiple ports for redundancy		
9	Should support minimum 32K IPv4 routes or more and 16K IPv6 routes or more		
10	Switch shall have 8K or more multicast routes.		
11	Switch shall have minimum 128 Gbps of switching fabric and 95 Mpps of forwarding rate.		
12	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3z & 1588v2.		
13	Switch should support VLAN trunking (802.1q) and should support 4096 VLAN		
14	Switch shall have minimum 32K MAC Addresses and 1000 active VLAN.		
15	Switch should support 8 Number of links or more per Port channel (using LACP) and support minimum 10 port channels or more per switch.		
16	Switch should support Industry Standard Port/Link Aggregation for All Ports across any port		
17	Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1.		
18	Support for broadcast, multicast, and unknown unicast storm control to prevent degradation of switch performance from storm due to network attacks and vulnerabilities		
19	Switch should support Link Layer Discovery Protocol as per IEEE 802.1AB for finding media level failures		
20	Switch should provide gateway level of redundancy in IPv4 and IPv6 using HSRP/VRRP		
21	Switch should support for BFD for Fast Failure Detection as per RFC 5880		
22	Switch must support Active-Active switch configuration for achieving High-Availability and be able to stack at least 6 Switches.		
23	Switch must support Minimum 8 number of links in a port channel.		

24	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.		
25	Switch shall be able to integrate with Cisco DNA Center.		
26	Switch should support for different type of QoS features for real time traffic differential treatment using. E. Weighted Random Early Detection / Deficit Weighted Round Robin (DWRR)/weighted round robin (WRR) F. Strict Priority Queuing		
27	Switch should support to trust the QoS marking/priority settings of the end points as per the defined policy		
28	Switch should support Flow control of Ethernet ports to control traffic rates during congestion by allowing congested nodes to pause link operation at the other end for receiving traffic as per IEEE 802.3x		
29	Switch should support for deploying different security for each logical and physical interface using Port Based access control lists of Layer-2 to Layer4 in IPv4 and IPv6 and logging for fault finding and audit trail		
30	Switch should have 16MB or more packet buffer.		
31	Switch should support for external database for AAA usage. E. TACACS+ OR F. RADIUS		
32	Switch should support MAC Address Notification on host join into the network for Audit trails and logging		
33	Switch should support restricting end hosts in the network. Secures the access to an access or trunk port based on MAC address. It limits the number of learned MAC addresses to deny MAC address flooding.		
34	Switch should support DHCP Snooping / DHCP Guard		
35	Switch should support Dynamic ARP Inspection / protection to ensure host integrity by preventing malicious users from exploiting the insecure nature of the ARP protocol or switch should support Gratuitous ARP		
36	Switch should support IP Source Guard /Dynamic IP Lockdown to prevents a malicious host from spoofing or taking over another host's IP address by creating a binding table between the client's IP and MAC address, port, and VLAN.		
37	Switch should support for Role Based access control (RBAC) for restricting host level network access as per policy defined		
38	Switch should support to prevent edge devices in the network not administrator is controlled from becoming Spanning Tree Protocol root nodes or support STP root guard		

39	Switch should support unicast and/or multicast blocking on a switch port to suppress the flooding of frames destined for an unknown unicast or multicast MAC address out of that port		
40	Switch should support Spanning tree BPDU protection/BPDU guard		
41	Switch should support for MOTD banner displayed on all connected terminals at login		
42	Switch should support for embedded RMON/RMON-II/sFlow/netflow for central NMS management and monitoring		
43	Switch should support for sending logs to multiple centralized syslog server for monitoring and audit trail and SIEM		
44	Switch should provide remote login for administration using: B. SSH V.2 B. Telnet (Optional)		
45	Switch should support for capturing packets for identifying application performance using local and remote port mirroring for packet captures		
46	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+.		
47	Switch should support for basic administrative tools like: C. Ping D. Traceroute		
48	Switch should support central time server synchronization using Network Time Protocol NTP V4		
49	Switch should provide different privilege for login into the system for monitoring and management		
50	Switch should support minimum of 2 port span/ mirror session in real time for traffic analysis and fault finding		
51	Switch should support for QoS in IPv6 network connectivity		
52	Switch should support for monitoring and management using different versions of SNMP in IPv6 environment such as A. SNMPv1, SNMPv2c, SNMPv3 B. SNMP over IPv6 with encryption support for SNMP Version 3		
53	Switch should support syslog for sending system log messages to centralized log server in IPv6 environment.		
54	Switch should support NTP to provide an accurate and consistent timestamp over IPv6 to synchronize log collection and events.		
55	Switch should support for IPv6 different types of tools for administration and management such as A. Ping B. Traceroute C. SSH D. TFTP E. DNS Lookup/ Domain Name System (DNS) to provide distributed database that translates domain names and IP addresses		

56	Should support advance Layer 3 protocol like BGPv4, BGPv6, MPLS, VRF, VXLAN, IS-ISv4, OSPFv3, MP-BGP as and when required in future.		
57	IFTAS to be provided with Free Software and Security upgrades, updates and patches released by OEM during contract period		
58	Switch should support 128 or more STP Instances.		
59	The switch should provide VRF lite and IPSLA or equivalent feature		
60	Switch should have dedicated slot for modular stacking, in addition to asked uplink ports. Should support for minimum 320 Gbps of stacking throughput with 8 switch in single stack.		
61	The Switch should provide Border Gateway Protocol (BGP) provides IPv4 and IPv6 routing		
62	Switch should support atleast 64K flow entries		
63	The Switch should provide Multi-protocol BGP (MP-BGP) enables sharing of IPv6 routes using BGP and connections to BGP peers using IPv6		
64	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment and MACSec-256 on hardware		
65	The Switch should provide OSPFv2 for IPv4 routing and OSPFv3 for IPv6 routing		
66	Switch must have functionality like static routing, RIP, PIM, OSPF, VRRP, PBR and QoS features from Day1.		
67	The switch should provide Multicast routing, PIM SM, PIM SSM and IGMP v1, v2 and v3		
68	During system boots, the system's software signatures should be checked for integrity. System should be capable to understand that system OS are authentic and unmodified, it should have cryptographically signed images to provide assurance that the firmware & BIOS are authentic.		
69	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 Standards for Safety requirements of Information Technology Equipment.		

Annexure - III: Commercial Bid Format (On letterhead of the Bidder)

S.No	Particulars	Component Details	Component Wise Unit Price with Three years Warranty (in INR)	Component Wise QTY	AMC Charges for one year (starts with 4th Year onwards in INR)	Total Price for 5 years (in INR)
			(A)	**(B)**	**(C)**	**D=(B*(A+(C*2)))**
1	Internal L2 Switch cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)		**6**		
		Component 2 (Eg. License)		**6**		
		Component 3 (Eg. SFP-10G-SR)		**12**		
		Component X (Bidder to add all component details related to L2 switch)				
2	Core Switch Type 1 cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)		**4**		
		Component 2 (Eg. License)		**4**		
		Component 3 (Eg. SFP-10G-SR)		**8**		
		Component X (Bidder to add all component details related to Core switch Type 1)				
3	Core Switch Type 2 cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)		**2**		
		Component 2 (Eg. License)		**2**		
		Component 3 (Eg. SFP-10G-SR)		**4**		
		Component X (Bidder to add all component details related to Core switch Type 2)				
4	Core Switch Type 3 cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)		**11**		
		Component 2 (Eg. License)		**11**		
		Component 3 (Eg. SFP-10G-SR)		**22**		
		Component X (Bidder to add all component details related to Core switch Type 3)				
5	**Total Amount in INR (E)**					**E = Sum(D)**

Table-1A: Hardware Cost For Components Delivered to IFTAS/RBI

**Please Note: Under the component details section, detailed breakup of each sub-component as per bill of material (BOM) is to be provided.

S.No	Particulars	Component Wise Unit Price (X) in INR	Component Wise QTY (Y)	Total Price (in INR): (F=X*Y)
**Table-1B: One-time charges for Switch Supplied**				
1	Installation/Deployment charges for Internal L2 Switch supplied to IFTAS/RBI		6	
2	Installation/Deployment charges for Core Switch Type 1 supplied to IFTAS/RBI		4	
3	Installation/Deployment charges for Core Switch Type 2 supplied to IFTAS/RBI		2	
4	Installation/Deployment charges for Core Switch Type 3 supplied to IFTAS/RBI		11	
5	**Total One-time Charges in INR (G)**			**G = SUM(F)**

S.No	Particulars	Component Details	Component Wise Unit Price (X) in INR	Component Wise Quantity (Y)	Total Price for 1 year (in INR) :(H=X*Y)	Total Price for 5 years (in INR): I=(H*5)
**Table-1C: Recurring Charges for Switch Supplied**						
1	Management and Maintenance charges for Switch delivered to IFTAS/RBI	Internal L2 Switch		**6**		
		Core Switch Type 1		**4**		
		Core Switch Type 2		**2**		
		Core Switch Type 3		**11**		
2	**Total Annual recurring Charges for switches supplied in INR (J)**				**SUM(H)**	**J = SUM(I)**

Table-2: TCO		
S.No	**Particulars**	**Amount (in INR)**
1	Table-1A: Hardware Cost for Components Delivered to IFTAS/RBI	E
2	Table-1B: One-time charges for Switch Supplied	G
3	Table-1C: Recurring Charges for Switch Supplied	J
4	**Total Amount in INR (K)**	**K = E + G + J**
5	**Tax (L)**	**L**
6	**TCO Amount for 5 years in INR**	**M = K + L**

Table-3: Unit Prices for Price Discovery and Scalability Perspective			
S.No		**Particulars**	**Unit Price and/or Price Per Year (as applicable)**
1		Internal L2 Switch	
	1.a	Component 1 (Eg. Switch)	
	1.b	Component 2 (Eg. License)	
	1.c	Component 3 (Eg. SFP-10G-SR)	
	1.e	Component X (Bidder to add all component details related to L2 switch)	
2		Core Switch Type 1	
	2.a	Component 1 (Eg. Switch)	
	2.b	Component 2 (Eg. License)	
	2.c	Component 3 (Eg. SFP-10G-SR)	
	2.e	Component X (Bidder to add all component details related to Core switch Type 1)	
3		Core Switch Type 2	
	3.a	Component 1 (Eg. Switch)	
	3.b	Component 2 (Eg. License)	

	3.c	Component 3 (Eg. SFP-10G-SR)	
	3.e	Component X (Bidder to add all component details related to Core switch Type 2)	
4		Core Switch Type 3	
	4.a	Component 1 (Eg. Switch)	
	4.b	Component 2 (Eg. License)	
	4.c	Component 3 (Eg. SFP-10G-SR)	
	4.e	Component X (Bidder to add all component details related to Core switch Type 2)	
5	5.a	Internal L2 Switch Installation/Deployment charges	
	5.b	Internal L2 Switch Management and Maintenance charges	
6	6.a	Core Switch Type 1 Installation/Deployment charges	
	6.b	Core Switch Type 1 Management and Maintenance charges	
7	7.a	Core Switch Type 2 Installation/Deployment charges	
	7.b	Core Switch Type 2 Management and Maintenance charges	
8	8.a	Core Switch Type 3 Installation/Deployment charges	
	8.b	Core Switch Type 3 Management and Maintenance charges	

Note:

a) The prices in the above table shall be used for scaling the solution as required, in future.

b) The unit prices and price per year mentioned in table 3 (Scalability table) should be the same as quoted in the commercial formats (table 1a, table 1b, table 1c).

c) In case of any price difference between table 3 (Scalability table) and the commercial bid format, the lesser of the two shall be used for scaling the solution/additional switch purchases in future.

[Name of Authorized Signatory]
[Name of Organization]
[Designation] [Place]
[Date and Time] [Seal & Sign]
[Business Address]

Note:

d) "One Time Cost" means cost incurred in the first year which includes the cost of Supply, Delivery, Configuration, Installation, Customization, Integration, Training, Testing, and Implementation of Hardware, software and any other component/s required for the proposed solution.

e) The Bidder shall include details of all the components product-wise and unit-wise.

f) The commercial bid shall not be altered, modified, changed, or any additional conditions applied therein. Any changes to this format will lead to disqualification. Decision of IFTAS shall be final.

g) All the line items mentioned above are only for the purpose of arriving at TCO and IFTAS may order as per its requirement and payment shall be made at actuals.

h) In case of any shortfall with respect to the solution capabilities found during the implementation phase, the successful bidder shall ensure timely delivery of all such required components and extend all necessary support timely to meet IFTAS requirements at no additional cost.

i) IFTAS reserves the rights to procure or not to procure any or all the components and payment shall be made at actuals only.

j) Bidder shall be responsible for all the relevant software and licensing (if any).

k) If the product specifications do not meet the solution requirements or discrepancies are found therein, it shall attract applicable penalties and the Bidder shall be liable to fulfil the requirements expeditiously / timely at no extra cost to IFTAS. The penalty will be deducted from the payables to the Bidder.

l) Proposed Solution shall be scalable meeting future requirements. Bidder shall provide details on scalability, product wise / component wise.

m) The commercial bids shall be password protected. Passwords to be shared by the bidder on *rfp@iftas.in* email ID strictly after an email intimation from the procurement team of IFTAS. Any violation to this process will lead to rejection of bid.

Annexure - IV: Unpriced Bill of Material (To be submitted with Technical Bid)

S.No	Particulars	Component Details	Qty	Make	Model	Part Code	Remarks
**Table-4: Hardware Cost For Components Delivered to IFTAS/RBI**						
1	Internal L2 Switch cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)	6				
		Component 2 (Eg. License)	6				
		Component 3 (Eg. SFP-10G-SR)	12				
		Component X (Bidder to add all component details related to L2 switch)					
2	Core Switch Type 1 cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)	4				
		Component 2 (Eg. License)	4				
		Component 3 (Eg. SFP-10G-SR)	8				
		Component X (Bidder to add all component details related to Core switch Type 1)					
3	Core Switch Type 2 cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)	2				
		Component 2 (Eg. License)	2				
		Component 3 (Eg. SFP-10G-SR)	4				
		Component X (Bidder to add all component details related to Core switch Type 2)					
4	Core Switch Type 3 cost including all components as asked for Day one requirement in RFP	Component 1 (Eg. Switch)	11				
		Component 2 (Eg. License)	11				
		Component 3 (Eg. SFP-10G-SR)	22				
		Component X (Bidder to add all component details related to Core switch Type 3)					

Annexure- V: Deviations from Technical Specifications and Terms and Conditions of the RFP

S.no	RFP section/clause And Page No. of RFP	Technical Specification or terms and conditions in the Tender document	Deviation Offered	Reasons and whether deviations adds to the operational efficiency of the systems
1				
2				
3				
4				
5				
6				

Place: Date: Signature of Authorized signatory with seal

Note:

i. Above information in detail to be furnished in case of each component offered separately.

ii. Deviations from any of the terms and conditions of the tender documents/ RFP to be specified.

iii. If deviations from the technical specifications are warranted, reasons for such deviations to be specified.

iv. Whether such deviations add to improvement of the overall performance of the systems/ solutions, if any, to be specifically mentioned and supported by relevant technical documentation as required above.

Annexure - VI: Bidder's Guarantee Certificate

(On the letterhead of Bidder)

Place:

Date:

To

Indian Financial Technology and Allied Services (IFTAS),

10th Floor, C - Wing, 'Times Square',

Andheri - Kurla Road,

Marol, Andheri (East),

Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for Requirement for Network Switches

Being duly authorized to represent and act on behalf of …………………………………. (Hereinafter referred to as "the Applicant") and having reviewed and fully understood all of the qualification requirements and information provided, the undersigned hereby apply for a copy of the Request for Proposal (RFP) for Requirement for Network Switches. The details, as per the requirements of the RFP enquiry, are enclosed for your consideration.

Yours faithfully,

_____

(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF

<NAME OF THE APPLICANT ORGANISATION>

Annexure - VII: Conformation to Terms and Conditions

(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for Requirement for Network Switches

Further to our quotation dated _____, in response to the Request for Proposal (RFP) for "Requirement for Network Switches" issued by IFTAS, we hereby covenant, warrant, and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations, as contained in the RFP and the related addenda, other documents and if required, including the changes made to the original bid documents issued by IFTAS, shall form a valid and binding part of the aforesaid RFP document. IFTAS is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our quotation or any subsequent deviations / clarifications sought by us, whether orally or in writing, and IFTAS's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

_____
(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Annexure - VIII Procurement from a Bidder from a Country Sharing Land Border with India
(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for Requirement for Network Switches

We, are a private/public limited company incorporated under the provisions of the Companies Act, 1956/ 2013, having its registered office at hereinafter referred to as "Bidder/Seller" which expression shall mean and include, unless the context otherwise requires, its / his successors and permitted assigns.

This is to certify that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on subcontracting to contractors from such countries.

We certify that the Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We hereby certify that we fulfil all requirements in this regard and is eligible to be considered.

We also accept that if such certificate given by the Bidder if our bid is accepted and is found to be false, this would be a ground for immediate termination and further legal action in accordance with law/ provision of bidding document including suspension/ banning and encashment of PBG.

Yours faithfully,

_____
(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Note: Where applicable, evidence of valid registration by the Competent Authority shall be attached.

Annexure - IX: Non-Disclosure Agreement
(On letterhead of the Bidder)

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

[Date]
[Salutation]
Confidentiality Undertaking

We acknowledge that during the course of the contract period of Requirement for Network Switches, we may have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to IFTAS and its business, that is provided to us pursuant to this Agreement. In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information for the preparation of our response to the RFP and also performance and completion of all the contractual obligations arising out of the contract.
3. We shall not disclose any Confidential Information to any other person or firm, other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner]
5. This Agreement shall not prohibit disclosure of Confidential Information:
    • To our partners/directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Requirement for Network Switches at IFTAS location;
    • With your prior written consent, such consent not to be unreasonably withheld;
    • To the extent that such disclosure is required by law;
    • To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply; and
    • To our professional advisers for the purposes of our seeking advice. Such professional advisors will be informed of the need to keep the information confidential.
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:

- For the purpose of a disclosure permitted by item 5 above; and
- To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.

7.   This Agreement shall not apply to Confidential Information that:
- Is in the public domain at the time it is acquired by us;
- Enters the public domain after that, other than as a result of unauthorized disclosure by us;
- Is already in our possession prior to its disclosure to us; and
- Is independently developed by us.

8.   This Agreement shall continue perpetually unless and to the extent that you may release it in writing.

9.   We acknowledge that the Confidential Information will not form the basis of any contract between you and us.

10.   We warrant that we are acting as principal in this matter and not as agent or broker for any person, company, or firm.

11.   We acknowledge that no failure or delay by you in exercising any right, power or privilege under this Agreement shall operate as a waiver thereof nor as any single or partial exercise thereof or as the exercise of any other right, power, or privilege.

12.   This Agreement shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Mumbai courts.

We have read this Agreement fully and confirm our agreement with its terms

Yours sincerely

 Signature and Stamp of Company
[Authorized Signatory (same as signing the quotation) – Implementation Partner]
Name:
Position:
Date:

        Authorized Signatory Designation Bidder's corporate name

Annexure - X: Integrity Pact
(On INR 100 stamp paper)

1.   General

This Agreement (hereinafter called the Integrity Pact) is made on this …… Day of ……….Month, 20…., between, Indian Financial Technology and Allied Services, (IFTAS), a company incorporated under section 8 of the Companies Act, 2013, with Corporate Identity Number CIN: U74900TG2015NPL097485 and having its registered office at, NCC House, 4th Floor, Western Wing, Sy. No 64, Madhapur, Hyderabad- 500 081, and having its Corporate office at Unit No. 4, 3rd floor, D Wing, 'Times Square'- Tower D, Andheri - Kurla Road, Marol, Andheri (East), Mumbai - 400 059 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s………………………….represented by Mr. / Mrs. …………………………………, Chief Executive Officer / Authorized Representative (hereinafter called the "BIDDER / Seller'' which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to purchase goods and services (Requirement for Network Switches, as specified in this RFP) and the BIDDER is willing to offer / has offered the said goods and services. The BUYER needs to adhere to all the relevant laws of land, rules, regulations, economic use of resources and of fairness in its relations with the Bidder. In order to achieve these goals, the Buyer may appoint an Independent External Monitor (IEM), who will monitor the bidding process and the execution of the contract for compliance with the principles mentioned above.

WHEREAS the BIDDER is a Private Company / Partnership / LLP / LLC, constituted in accordance with the relevant laws in the matter and the BUYER is IFTAS.

NOW,
THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

Enabling the BUYER to obtain the desired said services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.
The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

2. Commitments of the BUYER

a. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

b. The BUYER will treat all BIDDERs alike and will provide to all BIDDERs the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

c. All the officials of the BUYER will report to the office of Competent Authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

d. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER, the proceedings under the contract will not be stalled.

3. Commitments of the Independent External Monitor (IEM)

a. The Buyer may appoint a competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

b. The Bidder's accept that the Monitor has the right to access without restriction all project documentation of the Buyer including that provided by the Bidder. The Bidder will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-bidder's (if any). The Monitor is under contractual obligation to treat the information and documents of the Bidder's / Sub-bidder's with confidentiality.

c. The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have impact on the contractual relations between the Buyer and the Bidder. The parties offer to the Monitor the option to participate in such meetings.

d. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Buyer and request the Management to discontinue or to take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

e. The Monitor will submit a written report to the CEO or COO of IFTAS within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise,

submit proposals for correcting problematic situations.

f. If the Monitor has reported to the CEO or COO of IFTAS, a substantiated suspicion of an offence under relevant IPC / PC Act, and the CEO or COO of IFTAS has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

g. The word 'Monitor' would include both singular and plural.

4. **Commitments of BIDDER**

a. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following: -

b. The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

c. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with the Government.

d. BIDDER shall disclose the name and address of Agents and Representatives and Indian BIDDER shall disclose their foreign Principals or Associates.

e. BIDDER shall disclose the payments to be made by them to Agents / Brokers or any other intermediary, in connection with this bid / contract.

f. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / service provider / system integrator and has not engaged any individual or firm or company whether Indian or Foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

g. The BIDDER, either while presenting the bid or during negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, Agents, Brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

h. The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

i. The BIDDER will not accept any advantage in exchange of any corrupt practice, unfair means and illegal activities.

j. The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

k. The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

l. The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

m. If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of bid. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

n. The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

5. Previous Transgression

a. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public-Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.

b. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the bid process or the contract, if already awarded, can be terminated for such reason.

6. Sanctions for Violations

a. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required: -

- To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- To recover all sums already paid by the BUYER with interest thereon at 1% higher than the prevailing Base Rate of a Scheduled Commercial Bank, while in case of a BIDDER from a country other than India with interest thereon at 1% higher than the most relevant rate in this regard. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other services, such outstanding

payment could also be utilized to recover the aforesaid sum and interest.

- To cancel all or any other Contracts with the BIDDER. The BIDDER shall· be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation / rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- To debar the BIDDER from participating in future bidding processes of IFTAS for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or Agent or Broker with a view to securing the contract.
- In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

b. The BUYER will be entitled to take all or any of the actions mentioned above also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

c. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

7.   **Fall Clause**

a.   The Bidder certifies that they had not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry / Department of the Government of India or PSU / or third party and if it is found at any stage that similar product/systems or sub system was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU /or any third party at a lower price, that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to IFTAS, if the contract has already been concluded.

Bidder must submit PO released with the same solution/ device to any PSU/ Govt. Authority / or third party without names to substantiate the Fall Clause. (The solution if any other entity, if found the benefits should be passed on to IFTAS-/similar rates of period of 6 months)

8.   **Facilitation of Investigation**

a. In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

9. Law and Place of Jurisdiction

a. This Pact is subject to Indian Laws. The place of performance and jurisdiction is the seat of the BUYER, either Mumbai or Hyderabad.

10. Other Legal Actions

a. The actions stipulated in this INTEGRITY PACT are without prejudice to any other legal actions that may follow in accordance with the provisions of the extant laws in force relating to any civil or criminal proceedings.

11. Validity

a. The validity of this INTEGRITY PACT shall be from the date of its signing and shall extend up to 7 years or 10 calendar months post last payment to the successful bidder as part of the overall contract whichever is later. In case BIDDER is unsuccessful, this INTEGRITY PACT shall expire after the appointment of the successful bidder.

b. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

The parties hereby sign this Integrity Pact at _____ on _____

IFTAS   BIDDER (legal entity)

Name of the Officer: Authorized   Representative
Designation:

Department:

Witness: Witness:

Annexure- XI: Response from OEM through Bidder

[On the Letter head of the OEM]

All eligibility criteria as described in the respective Annex are satisfied by the OEM M/s ……………. of the product ……………….. The details provided in this document are correct and submitted in the below format:

Discloser and declaration

S.no	Description	Response from OEM
1	Name of the OEM	
2	Name of the product	
3	Product Category	
4	Product Name	
5	Product Version	
6	Date of the release version	
7	Appliance-Based/Software-Based solution	
8	Road Map of product including EOS and EOL	
9	Number of certified engineers giving technical support for the product in India	
10	Architectural diagram of the product	
11	Head Quarters address	
12	Address in India & Date of Incorporation in India	
13	Address of Product Development Centre	
14	Address of Product Service Centre / Centre of Excellence / Research & Development Centre	
15	Communication Details of Contact Official(s) – Name, Designation, Phone & Fax Number (with STD/ISD code), Mobile No. & E-mail Address	

Annexure- XII: Letter of Authority

(This 'Letter of Authority' should be issued on the letterhead of the OEM)

Place:

Date:

To,

Indian Financial Technology and Allied Services (IFTAS),

10th Floor, C - Wing, 'Times Square',

Andheri - Kurla Road,

Marol, Andheri (East),

Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for Requirement for Network Switches

Dear Sir,

Subject: Letter of Authority

We have been approached by M/s_____ in connection with your RFP name _____with No._____dated_____.

We confirm having offered to them the required software in line with your requirement. Our offer to them is for the following software/hardware for which we are the OEM and have back to back support agreement with the Bidder. We confirm that we will make available all necessary components/sub-components required for providing seamless service during the tenure of the service as required in the RFP. In case if the required components/sub-components are not available, alternate and compatible components will be made available for smooth functioning of the equipment's, as required by IFTAS.

1._____   2._____
3._____   4._____
5._____ . . .

The authorized agency would independently support and service the above-mentioned software / hardware during the contract period.

(Authorized Signatory) For _____

Annexure- XIII: OEM Undertaking

(This 'Letter of Authority' should be issued on the letterhead of the OEM)

Place:

Date:

To,

Indian Financial Technology and Allied Services (IFTAS),

10th Floor, C - Wing, 'Times Square',

Andheri - Kurla Road,

Marol, Andheri (East),

Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for Requirement for Network Switches

Dear Sir,

We_____, official manufacturers/OEM vendors of _____hereby declare that in the event the Bidder fails to resolve/handle any issue within stipulated time limits, OEM shall take the responsibility of handling the issue directly.

Further, we undertake that in the event the Bidder fails to supply / install / implement / operate / support in any circumstances, OEM(s) shall take the responsibility of handling the issue directly and OEM(s) shallP comply with the all the terms and condition applicable under this RFP.

Signed by the Manufacturer/OEM Vendor:

(Authorized Signatory) For _____

Annexure- XIV: Undertaking for Information Security

Place:
Date:

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for "Requirement for Network Switches"

We hereby confirm that we shall follow a standard process to ensure that proposed solution meets functional, security performance and regulatory requirements of the IFTAS.
We also hereby undertake that the developed/customized software will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done). Also, the Proposed solution will be free from any kind of vulnerabilities and as and when any vulnerabilities are notified by IFTAS, Regulators, Govt. of India or any other Govt agencies, it shall be remediated within prescribed time.

Yours faithfully,

_____
(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Annexure- XV: Statement of Absence of Conflict of Interest

Place:
Date:

To
Indian Financial Technology and Allied Services (IFTAS),
10th Floor, C - Wing, 'Times Square',
Andheri - Kurla Road,
Marol, Andheri (East),
Mumbai - 400 059.

Dear Sir,

Sub: Request for Proposal (RFP) for "Requirement for Network Switches"

Being duly authorized to represent and act on behalf of …………………………………. (Hereinafter referred to as "the Applicant"), hereby solemnly declare that we are not and shall not be in any situation which could give rise to a conflict of interest in what concerns the performance and/or implementation of the contract. In the event of the contract being awarded to us, we undertake to act with complete impartiality and in good faith in what concerns its performance and outcome and to immediately declare to IFTAS in writing any situation that might raise concerns with respect to conflict of interest, impartiality or otherwise affect our position/ability to duly and appropriately perform the contract.
Yours faithfully,

_____
(Signature of Authorized Signatory) <NAME, TITLE AND ADDRESS>
FOR AND ON BEHALF OF
<NAME OF THE APPLICANT ORGANISATION>

Annexure- XVI: Indexation Formula

RBI Indexation Formula-I to be used for Payment for hardware, system software and tools maintenance will be as follows:

A = B {15 + 45 x (WPIc / WPIp) + 40 (CPIc / CPIp)} * 1/100 Where,

A = The hardware, system software and tools maintenance amount for the current year,

B = The hardware, system software and tools for the previous year

WPIc=WholeSale price Index for Electrical Products 6 months prior to the Commencement date of contact for the current year

WPIp=WholeSale Price Index for Electrical Products 6 months prior to the Commencement date of contact for the previous year

CPIc= Consumer Price Index for industrial workers for Mumbai City 6 months prior to the commencement date of contract for the current year

CPIp= Consumer Price Index for industrial workers for Mumbai City 6 Months prior to the commencement date of contract for the previous year

RBI Indexation Formula-II to be used for services like Anti-phishing services, PT services, Helpdesk and Operations and any other services using manpower will be as follows:

A = B {15 + 85 x (CPIc/CPIp)} x 1/100 where   ,

A = The Man Month rate for services for the current year.

B= The Man Month rate for services for the previous year.

CPIc = Consumer Price Index for urban for all India for the month generally 6 months prior to the commencement date of contract for the current year.

CPIp = Consumer Price Index for urban for all India for the month generally 6 months prior to the commencement date of contract for the previous year

Annexure- XVII: Locations Details

The current locations where the goods are to be delivered and serviced are as follows. It may be noted that additional locations / change in locations may be applicable as required later.

S. No	Location	Address	No. of Internal L2 Switch	No. of Core Switch Type 1	No. of Core Switch Type 2	No. of Core Switch Type 3
1	RBI Chandigarh RO	Reserve Bank of India, Central Vista, Opp. Telephone Bhawan, Sector 17, CHANDIGARH - 160 017	2	NA	2	NA
2	RBI Bhubaneswar RO	Reserve Bank of India, Pt. Jawaharlal Nehru Marg, P. B. No. 16, Bhubaneswar - 751 001	2	2	NA	NA
3	RBI Kochi RO	Reserve Bank of India, Foreign Exchange Department Ernakulam North, P. B. No. 3065, KOCHI - 682 018	2	2	NA	NA
4	RBI United India Building, Mumbai	Reserve Bank of India, United India Building, Grd floor and 3rd floor, Sir P D 'Mello Road ,Fort, Mumbai - 400001	NA	NA	NA	6
5	IFTAS Mumbai	Indian Financial Technology & Allied Services 10th Floor, Tower - C, Times Square, Andheri (East), Mumbai-400 059	NA	NA	NA	5